

# SURVEY OF VETERANS' SATISFACTION WITH THE VA VOCATIONAL REHABILITATION AND EMPLOYMENT PROGRAM

## EVALUATION AND PLANNING PHASE

1999 Results

National Summary



Surveys and Research Staff  
Data Management Office  
Veterans Benefits Administration

March 2000

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# Acknowledgements

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## Executive Summary

- To measure veterans' satisfaction with the Vocational Rehabilitation and Employment (VR&E) program at both the national and VBA Service Delivery Network (SDN) level.
- To identify areas of the VR&E program which are most satisfying to veterans, areas of the VR&E program which are least satisfying to veterans, and areas of the VR&E program which are in greatest need of improvement.
- To determine where improvements to the VR&E program will have the greatest impact on veterans' satisfaction.
- To determine program variations that affect veterans' satisfaction.
- To create performance measures, including measures of customer service, through a strategic planning process, as required by the Government Performance and Results Act (GPRA) passed and signed into law in August of 1993.
- To establish an explicit goal for the quality of service that is "equal to the best in business" as described in President Clinton's Executive Order 12862, Setting Customer Service Standards, issued in September 1993. This order was aimed at "ensuring that the Federal Government provides the highest quality of service possible to the American people."

## Survey Objectives (continued)

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- To provide data for the purpose of monitoring VBA's performance against its customer service standards and driving Service Delivery Network (SDN) and regional office improvements in customer service.
- To provide much-needed customer measures for evaluating VR&E's ongoing business process reengineering (BPR), case management, and related initiatives. Information from this survey will also be used to populate VR&E's balanced scorecard.

- As part of this project, VBA's Surveys and Research Staff held a series of focus groups with veterans and front-line employees to gather information relevant to customer satisfaction issues.
- From the focus group data, three surveys were developed to assess customer satisfaction at three phases of the program: evaluation and planning, training and education, and employment services.
- The original VR&E surveys, designed by the VBA, were pretested from June to August 1999. Pretest reports for the three phases of the program were developed to summarize the pretest findings, to examine the skip patterns, and to analyze the verbatim responses.
- Using the information provided in the pretest reports, the VBA Surveys and Research Staff and Caliber Associates modified the three questionnaires. The final Evaluation and Planning questionnaire and mailing materials appear in Appendix A.
- Data for this report were collected during November 1999, December 1999, and January 2000 by Caliber Associates to assess three phases of the program: evaluation and planning, training and education, and employment services. The Office of Management and Budget approval was obtained for each survey by the Veterans Benefits Administration. The date on the reports is December 1999, which reflects the midpoint of the data collection period.

- A random sample of approximately 6,325 veterans, distributed across nine VBA Service Delivery Networks (SDN), were sent the Evaluation and Planning questionnaire. A Spanish language version of the survey was provided to veterans residing in Puerto Rico.
- The sample of respondents who received the Evaluation and Planning questionnaire were either in the application phase, evaluation and planning phase, or in the beginning stages of their rehabilitation phase of their program (within past four months). This included those who interrupted or discontinued the program at any time between the period the sample was drawn and data collection was complete. A total of 25,732 persons were in the phase when the sample was drawn.
- A total of 6,325 questionnaires were sent to the nine Service Delivery Networks. The sample was drawn proportionate to the number of cases within each Regional Office. The sample was not designed to yield data for any one regional office, only for the nine SDNs, which comprise the national total.
- A total of 3,614 respondents completed the **Evaluation and Planning** questionnaire for a response rate of 59.1 percent.
- A more detailed discussion of the survey methodology appears in Appendix B.



## ■ Demographics:

- Most respondents were male (83.3 percent), averaging 42.1 years of age.

## ■ Applying for Benefits:

- The most common methods by which respondents first learned of the program were pre-discharge briefings (32.7 percent) and letter from VA awarding Service-Connected Disability (19.2 percent).
- The most common reported length of time between program application and receipt of notification about setting up an appointment with an individual counselor was 4 weeks. Almost sixty-seven percent (66.9 percent) of respondents reported the length of time was very or somewhat reasonable.

## ■ Evaluation and Testing:

- 42.2 percent of respondents indicated a VA staff counselor and 47.6 percent of respondents indicated a counselor under contract with the VA was their primary counselor during the initial evaluation.
- 61.2 percent of respondents indicated the initial evaluation either completely or mostly matched their particular skills and abilities.
- 77.3 percent of respondents indicated that they were very or somewhat satisfied with the way the vocational rehabilitation evaluation process was handled.

## ■ Developing a Plan

- 55.1 percent of respondents indicated a VA staff counselor and 35.4 percent of respondents indicated a counselor under contract with the VA was their primary counselor during the planning phase of their program.
- 78.4 percent of respondents indicated the time scheduled for developing the plan and 71.6 percent indicated the location where the plan was developed was either very or somewhat convenient.
- 81.2 percent of respondents indicated that they were very or somewhat satisfied with the way the vocational rehabilitation plan of services was developed.

## ■ Access to the Program

- 64.9 percent of respondents indicated it was very or somewhat easy to obtain information from the program.

## ■ Current Status in the Program

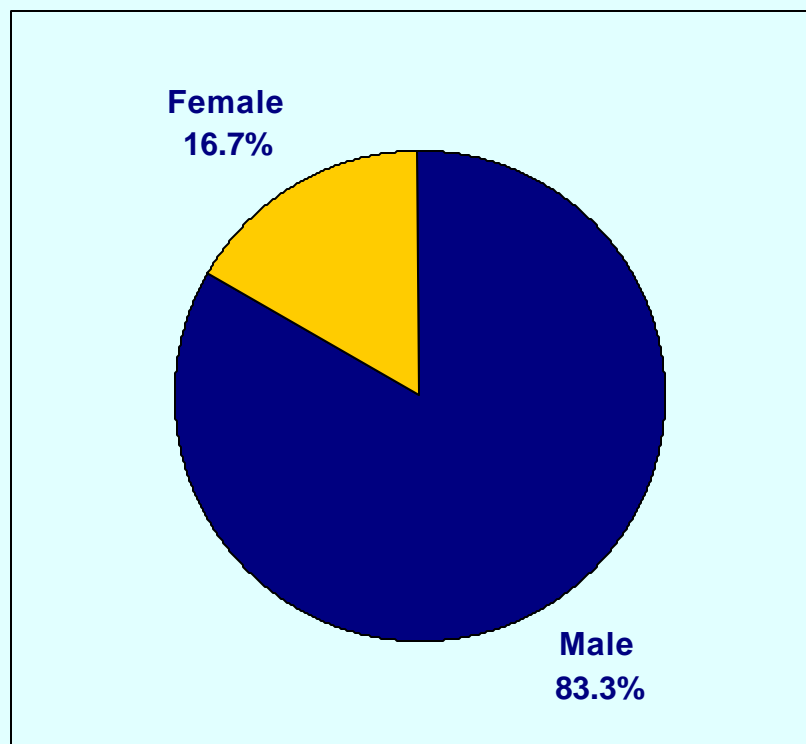
- 75.3 percent of respondents were currently pursuing the program. Voluntarily, 6.0 percent withdrew from the program and 9.1 percent interrupted their program. At the request of the VA, 4.2 percent withdrew from the program and 4.8 percent interrupted their program.

## ■ Overall Program Impressions:

- 41.5 percent of respondents reported the overall program was either much better or better than they expected.
- 41.4 percent of respondents indicated their educational goals were raised and 53.8 percent indicated that their educational goals were more realistic as a result of the program.
- 43.7 percent of respondents indicated their career goals were raised and 53.2 percent indicated that their career goals were more realistic as a result of the program.
- 78.4 percent of respondents would recommend this program to other disabled veterans.

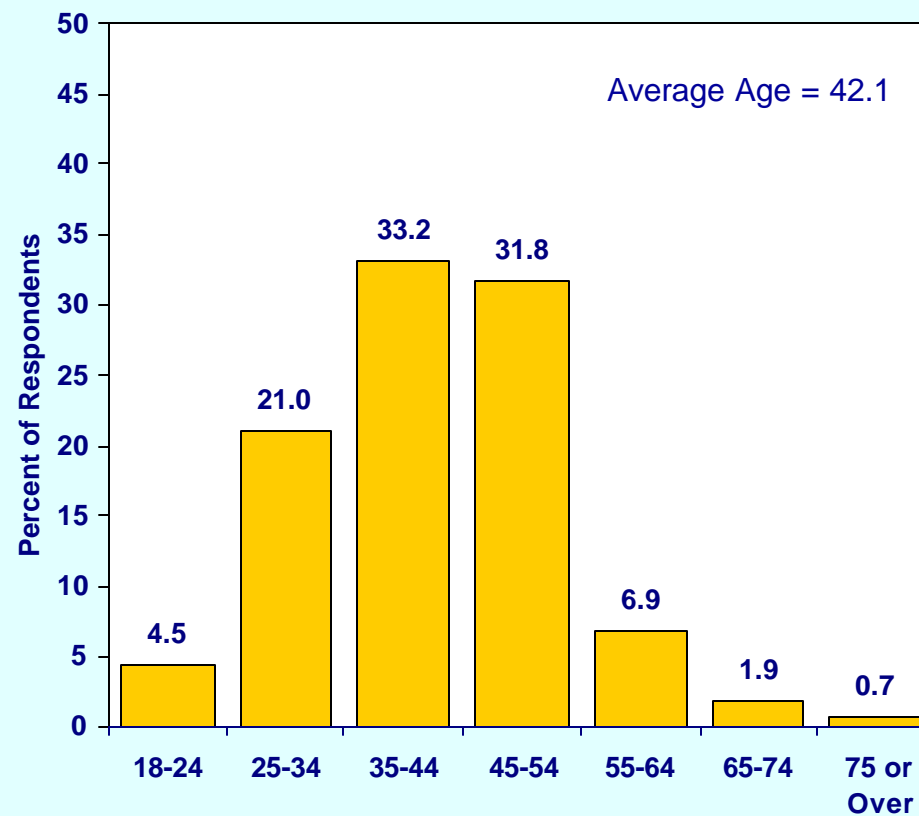
## Respondent Characteristics

## Gender Distribution



Valid n=3,614

## Age Distribution (in years)

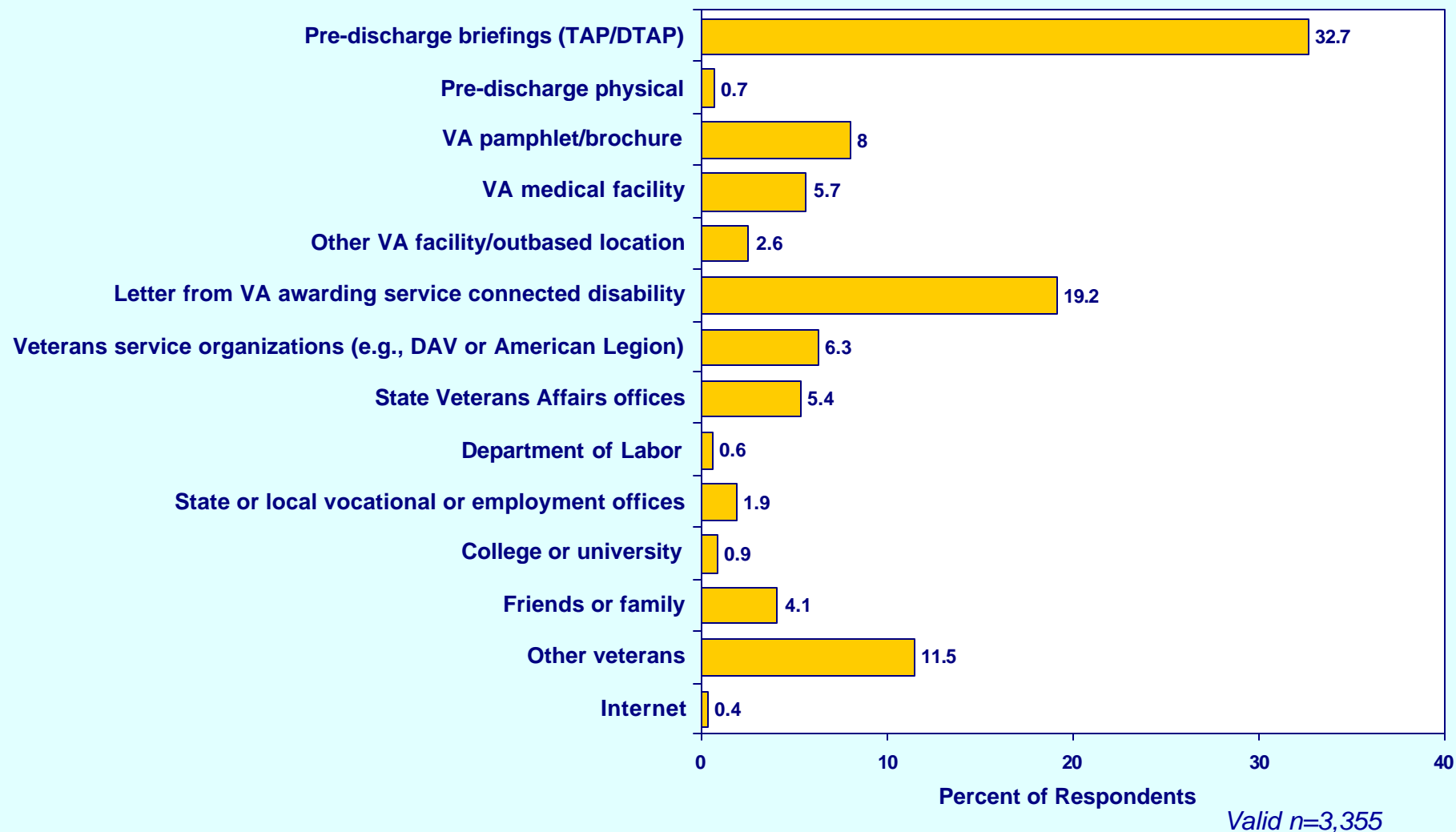


Valid n=3,614

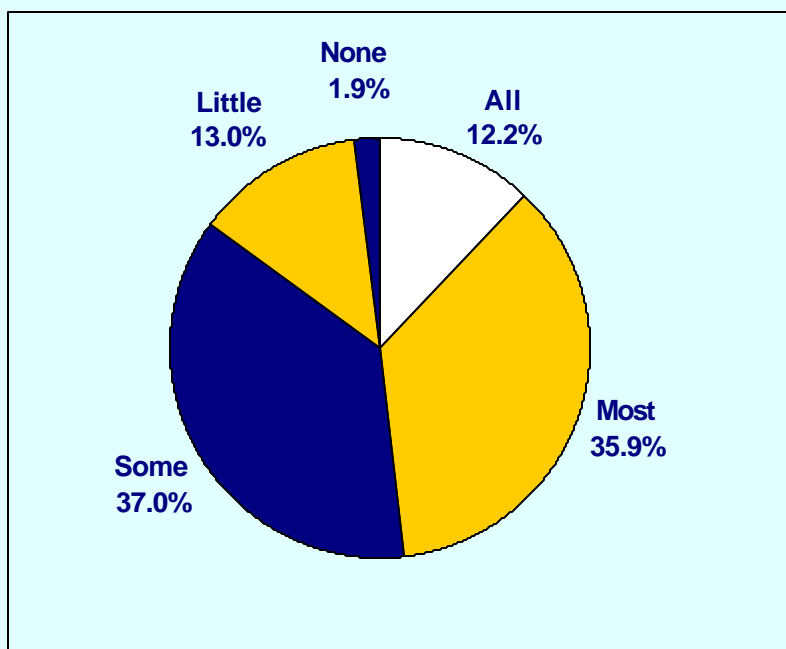
## Survey Findings: Applying for VR&E Benefits

## Question 1:

How did you **FIRST** learn about VA's Vocational Rehabilitation and Counseling (VR&C) program?

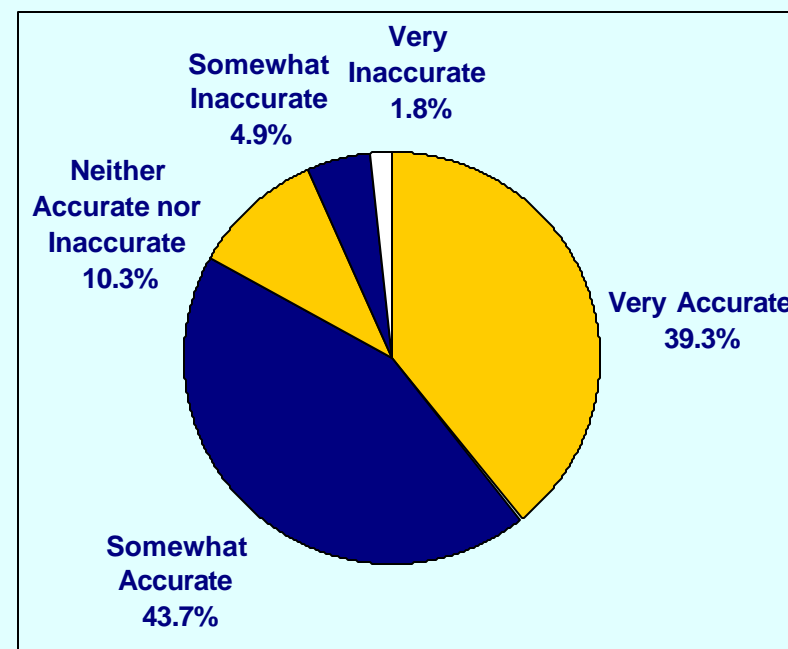


**Question 2:**  
Looking back, how much of what you  
**NEEDED TO KNOW** did you get from  
this source?



Valid n=3,409

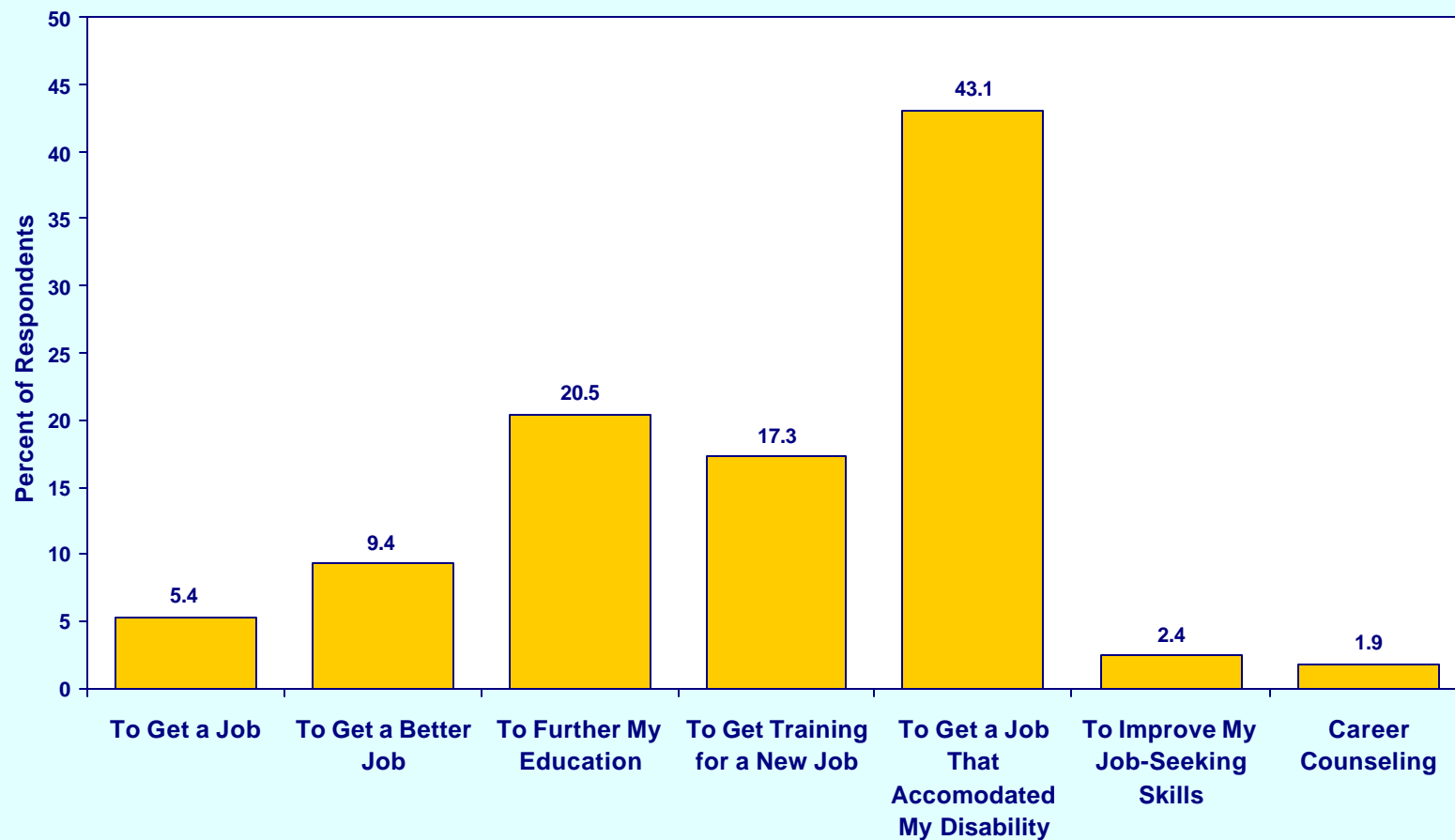
**Question 3:**  
How accurate was the information you  
received?



Valid n=3,392

## Question 4:

What is the MOST IMPORTANT reason you applied for the VR&C program?

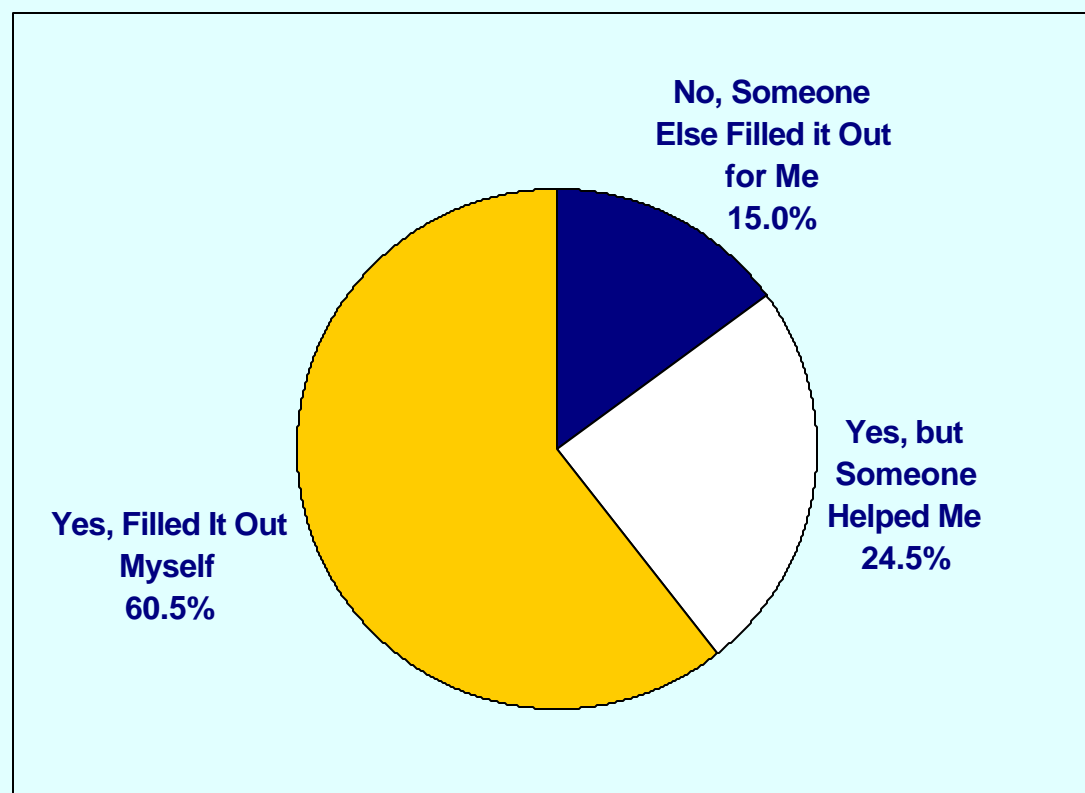


Valid n=3,334



## Question 5:

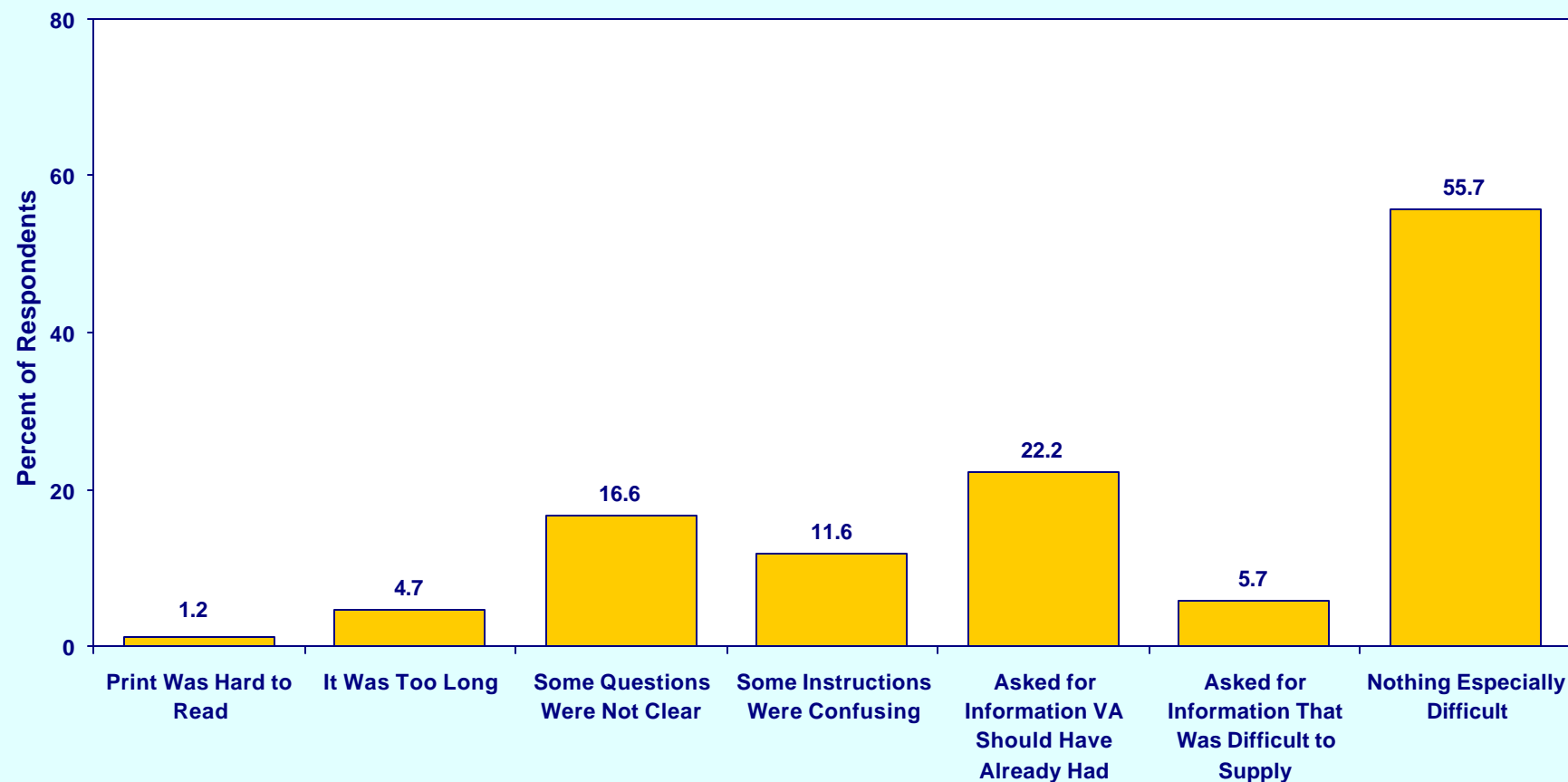
Did you fill out the VR&C (Chapter 31) application form yourself?



Valid n=3,359

## Question 6:

What, if anything, did you find to be difficult about the application form?

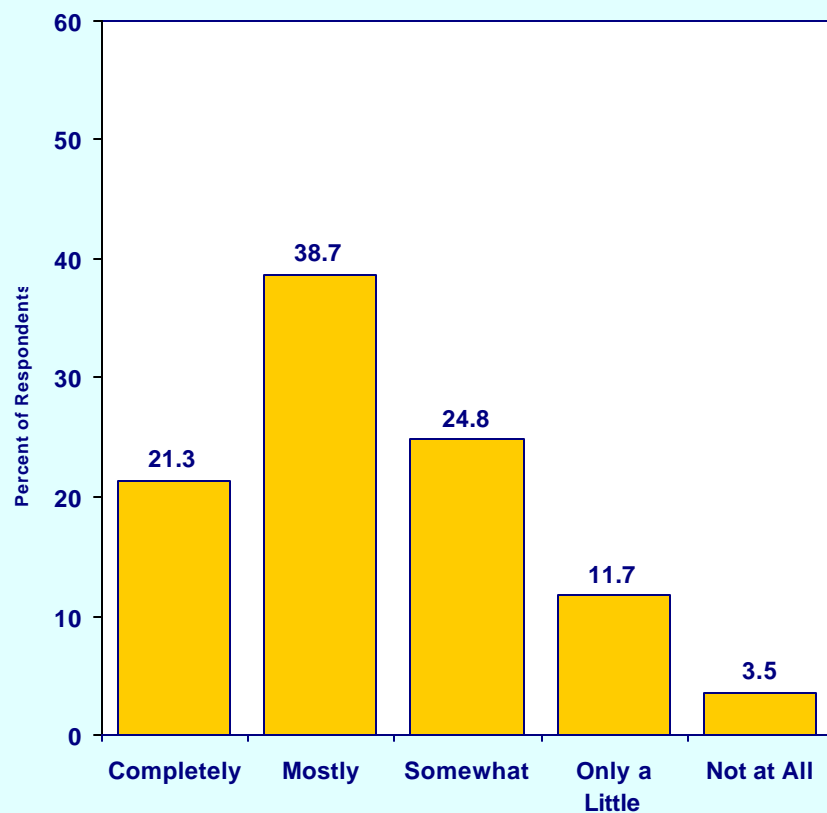


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=2,819

## Question 7:

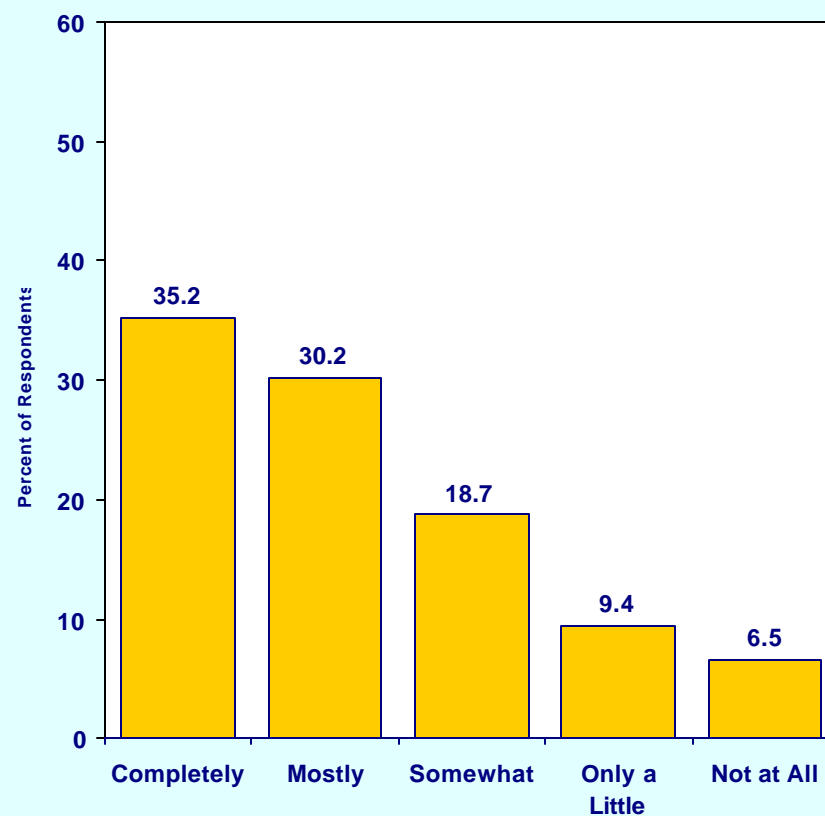
When you submitted your application, how completely did you understand the eligibility requirements for the program?



Valid n=3,384

## Question 8:

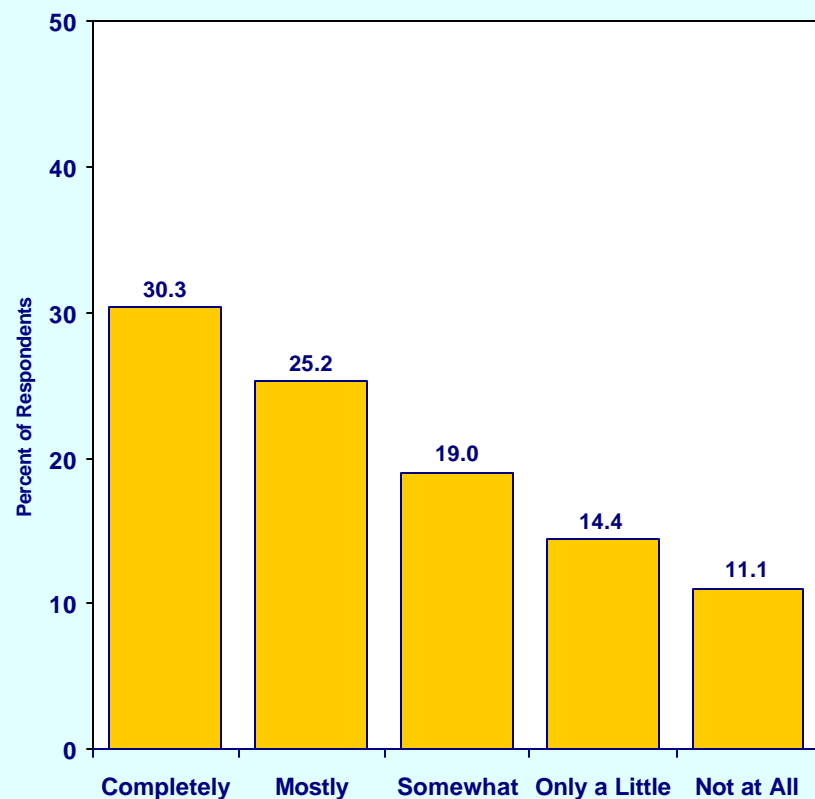
When you submitted your application, how completely did VA explain the steps necessary to qualify for the VR&C program?



Valid n=3,397

## Question 9:

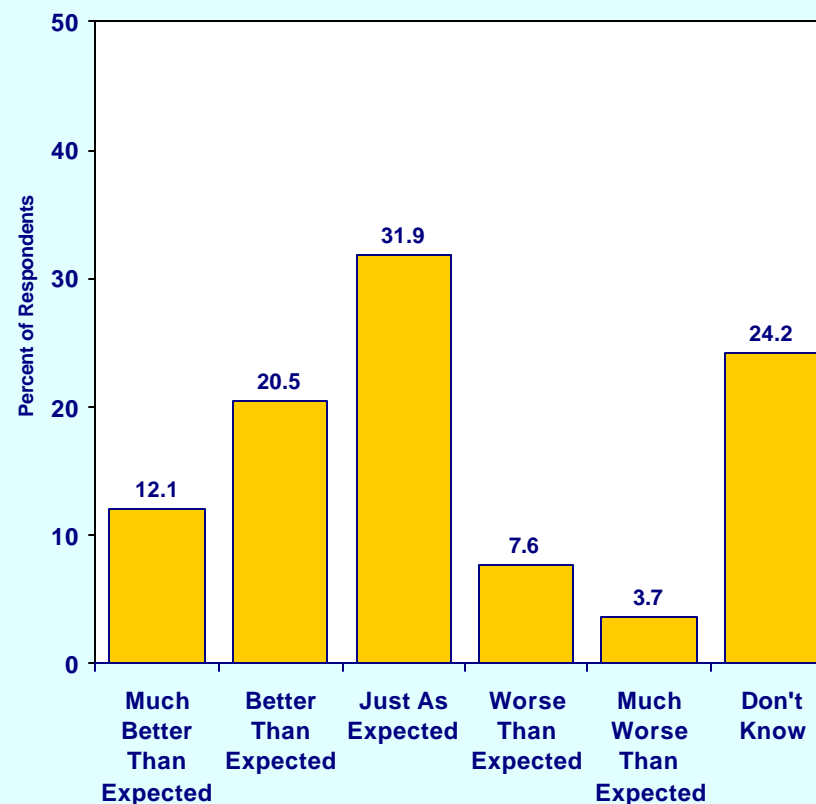
How completely did VA keep you informed of the status of your application?



Valid n=3,398

## Question 10:

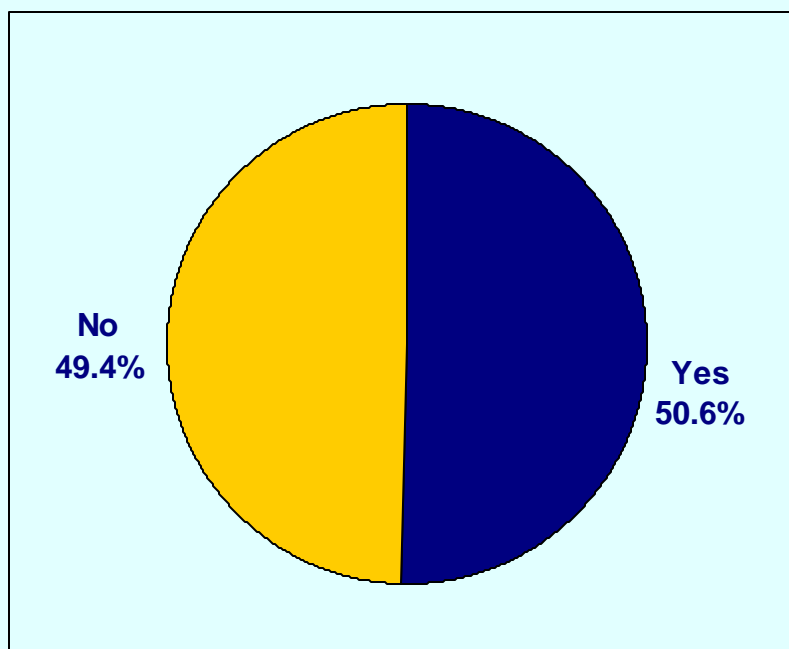
How well was the VR&C staff able to obtain information about your military service, medical records, or disability rating from other parts of the VA or the military?



Valid n=3,395

## Question 11:

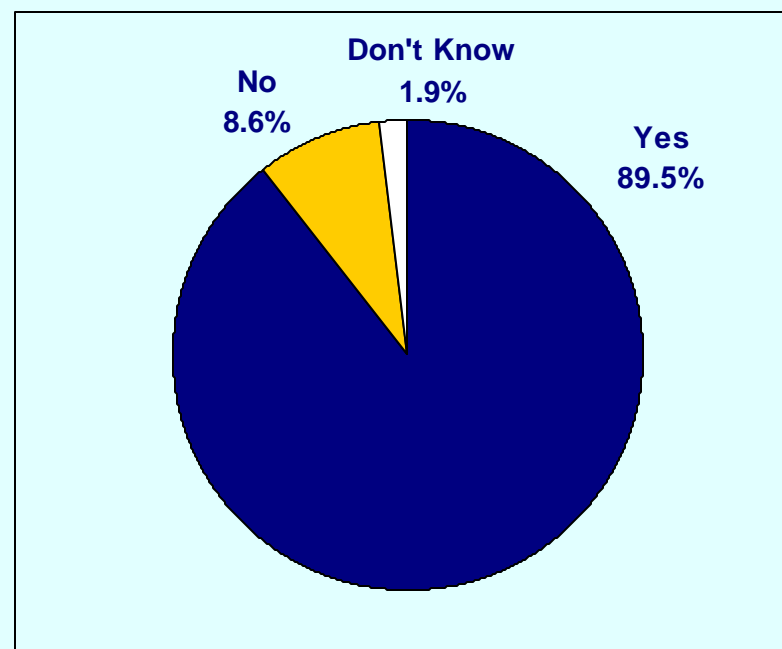
After you applied, did you attend a group orientation meeting with Vocational Rehabilitation and Counseling staff?



Valid n=3,393

## Question 12:

Did VA send a letter or call you to set up an individual appointment with a counselor?

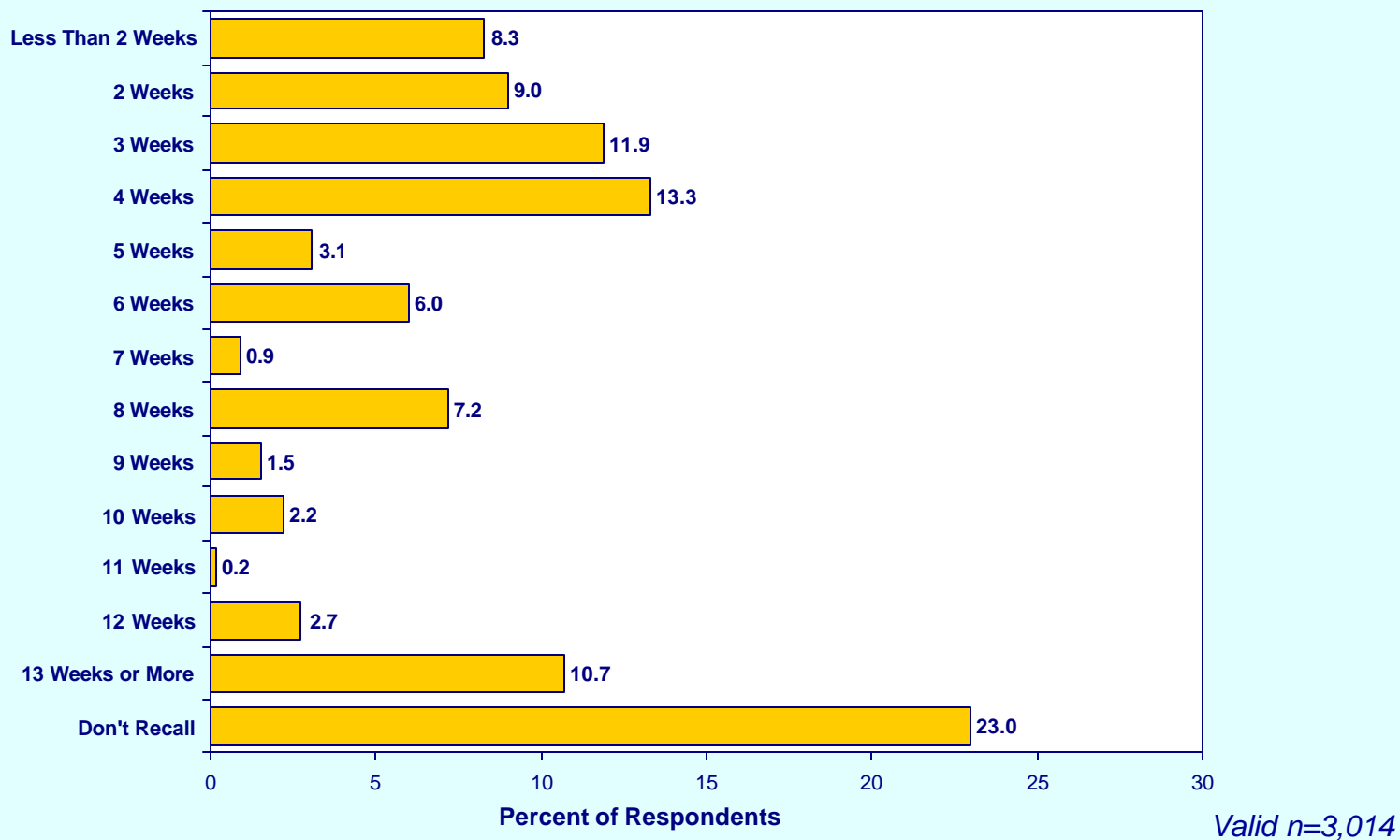


Valid n=3,388

## Question 13:

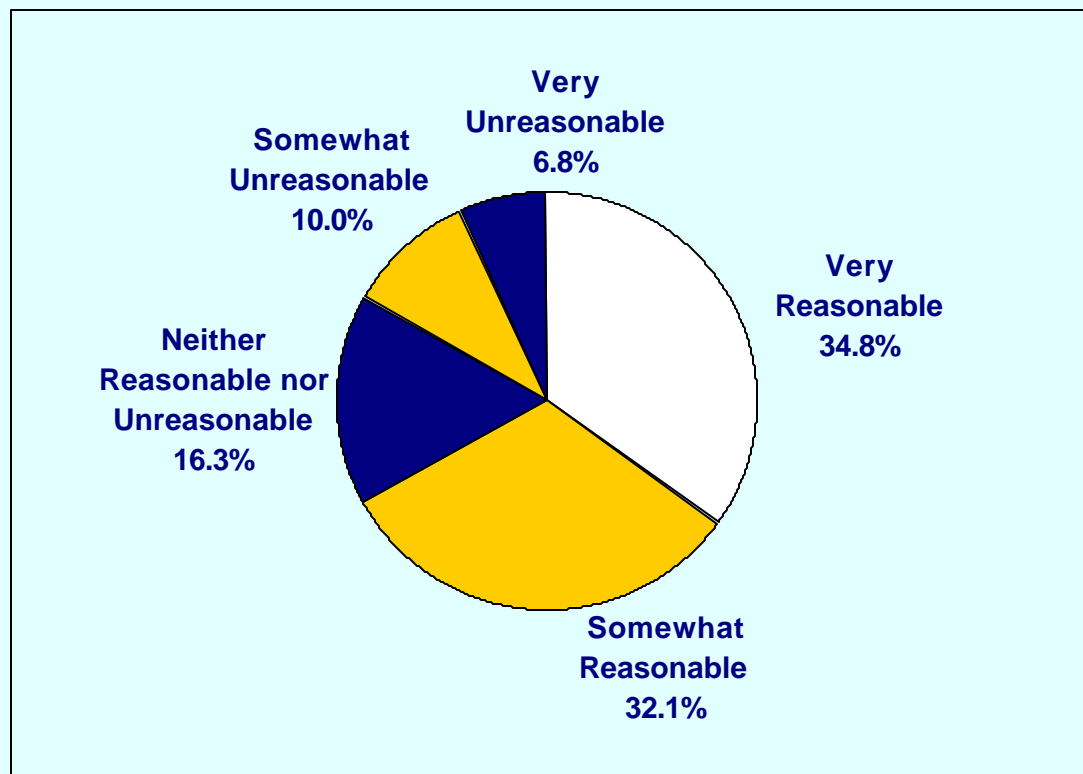
How long did it take from the time you applied to the time you were notified about this individual appointment?

Average Number of Weeks = 5.7



## Question 14:

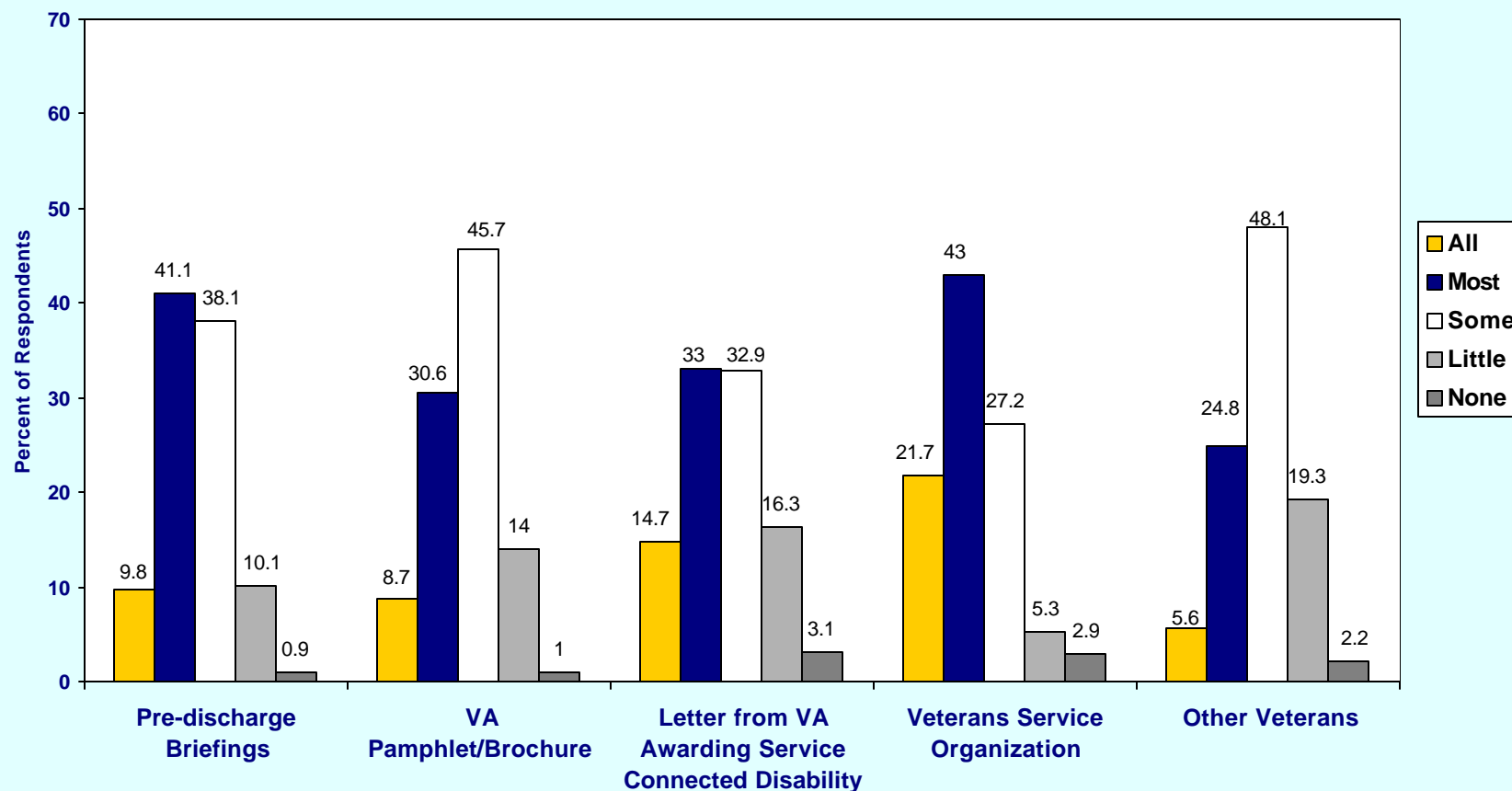
How **REASONABLE** was the length of time it took VA to notify you about this individual appointment?



Valid n=3,027

## Question 1 by Question 2:

Amount of needed information obtained by source of information.

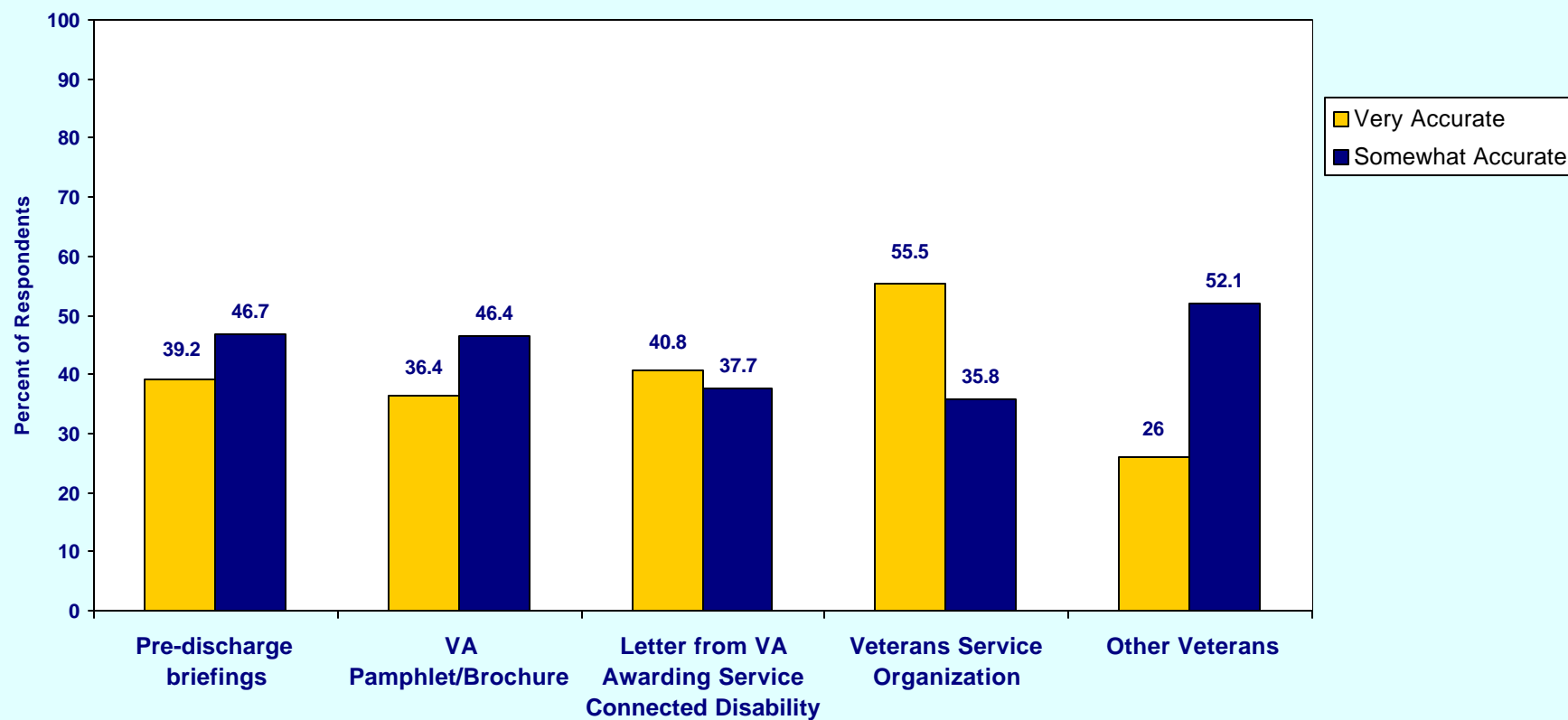


Note: The chart presents data on the 5 most frequently reported sources of information.

Valid n=3,348



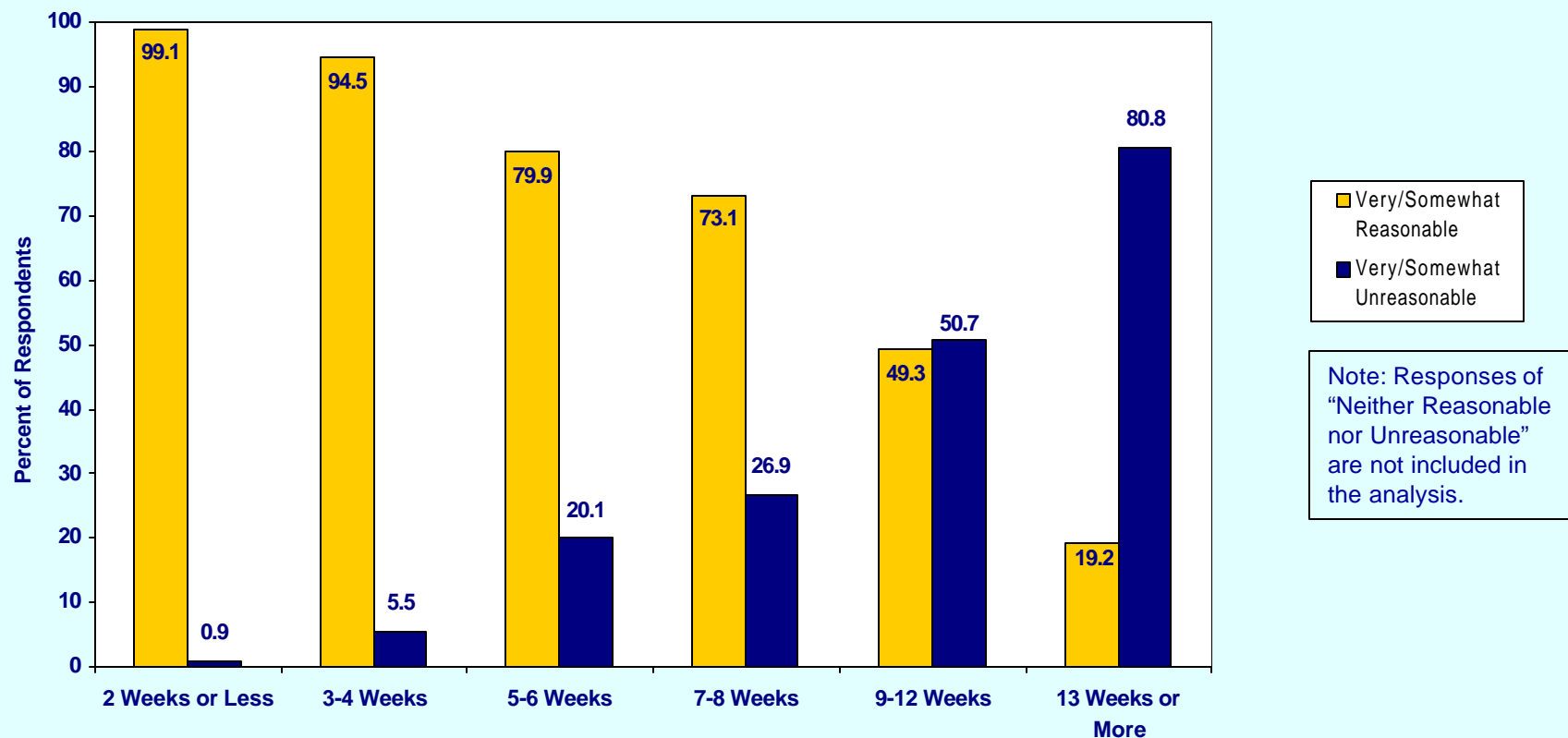
## Question 1 by Question 3: Accuracy of information received by source of information.



Note: The chart presents data on the 5 most frequently reported sources of information.

Valid n=3,330

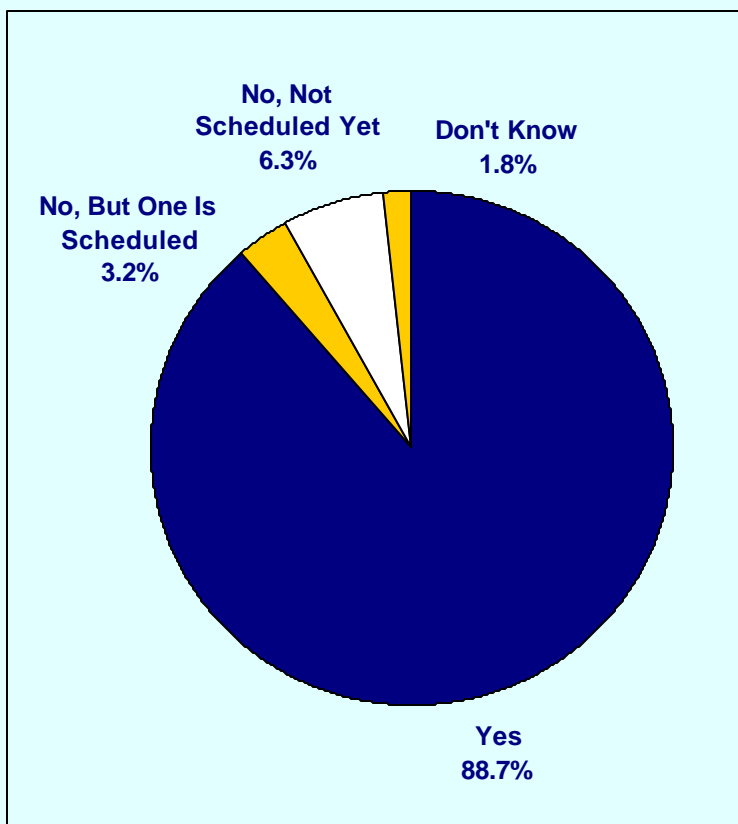
**Question 13 by Question 14:**  
**Reasonableness of the wait for an appointment by the length of time waited.**



*Valid n=2,012*

## Survey Findings: Evaluation and Testing

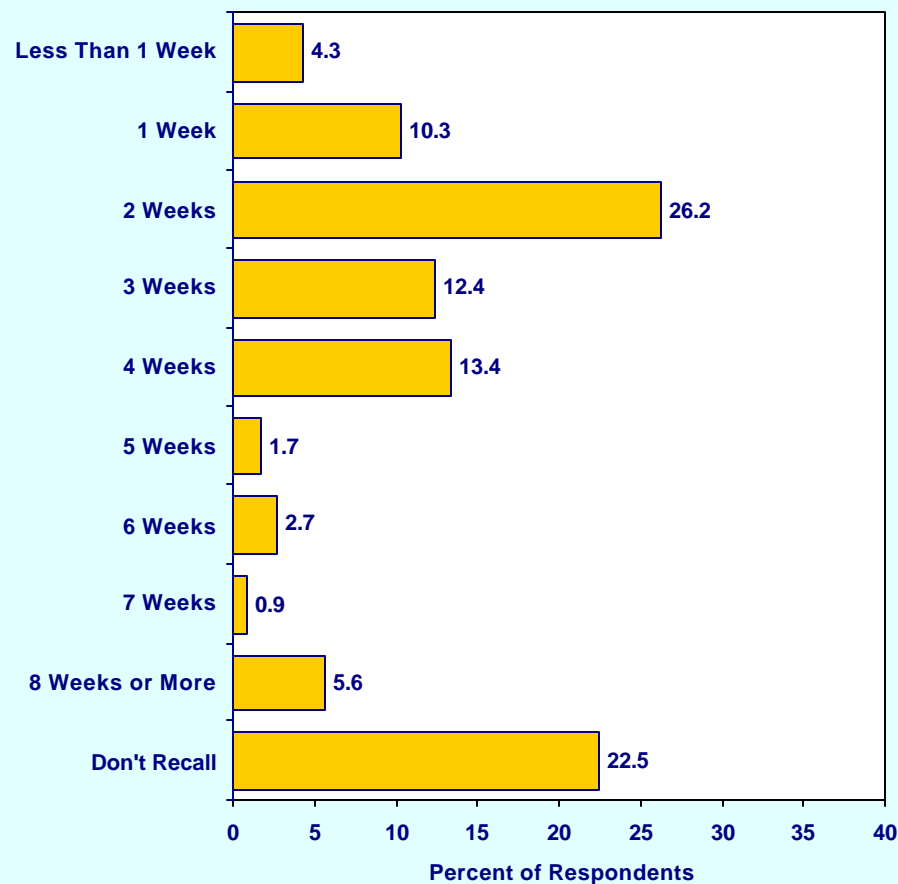
**Question 15: Have you had your first individual meeting with a counselor to evaluate whether you are entitled to VR&C services?**



Valid n=3,376

**Question 16: How long did it take from the time VA NOTIFIED you about the appointment until you had your initial MEETING?**

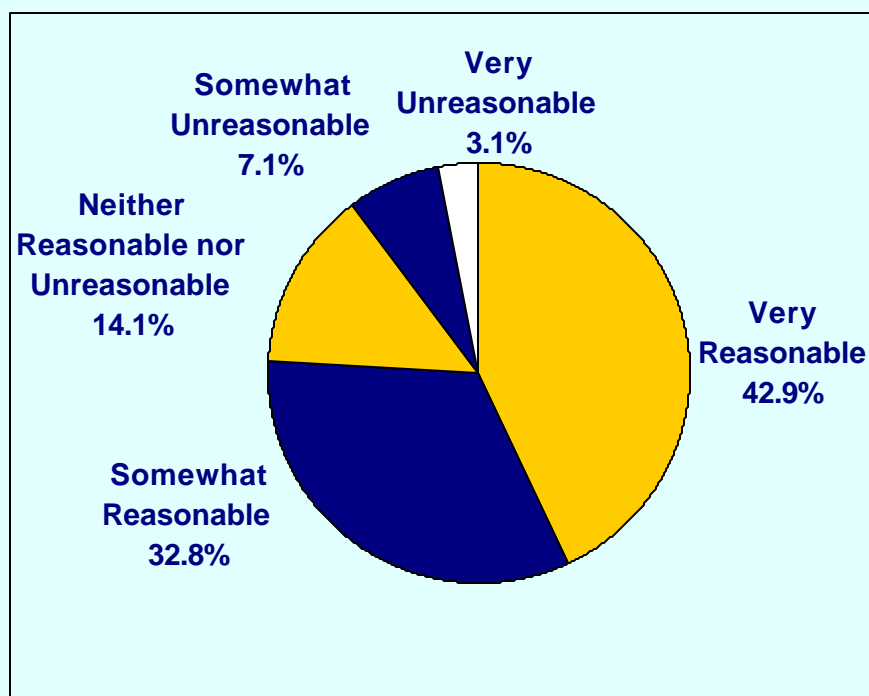
Average Number of Weeks =3.0



Valid n=2,975

## Question 17:

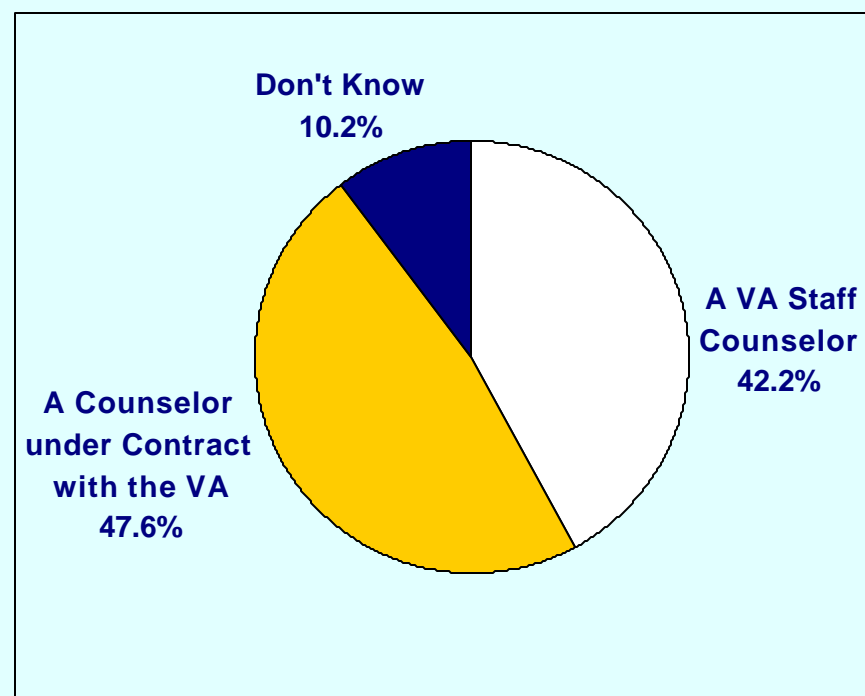
How **REASONABLE** was the length of time it took to have this initial meeting once VA notified you about the appointment?



Valid n=2,973

## Question 18:

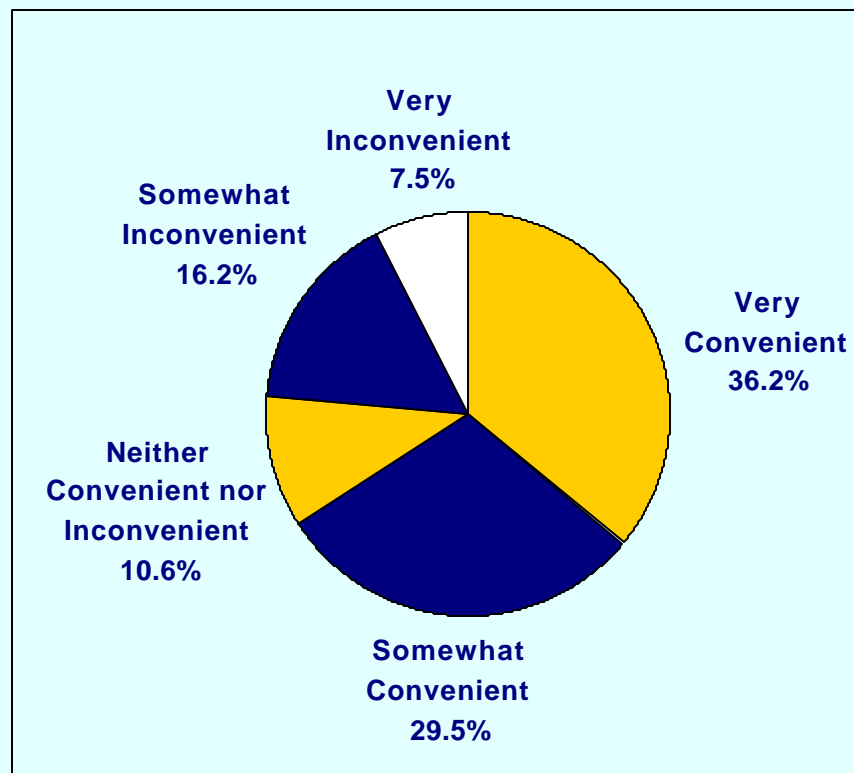
Who was your primary counselor during the initial evaluation?



Valid n=2,992

## Question 19:

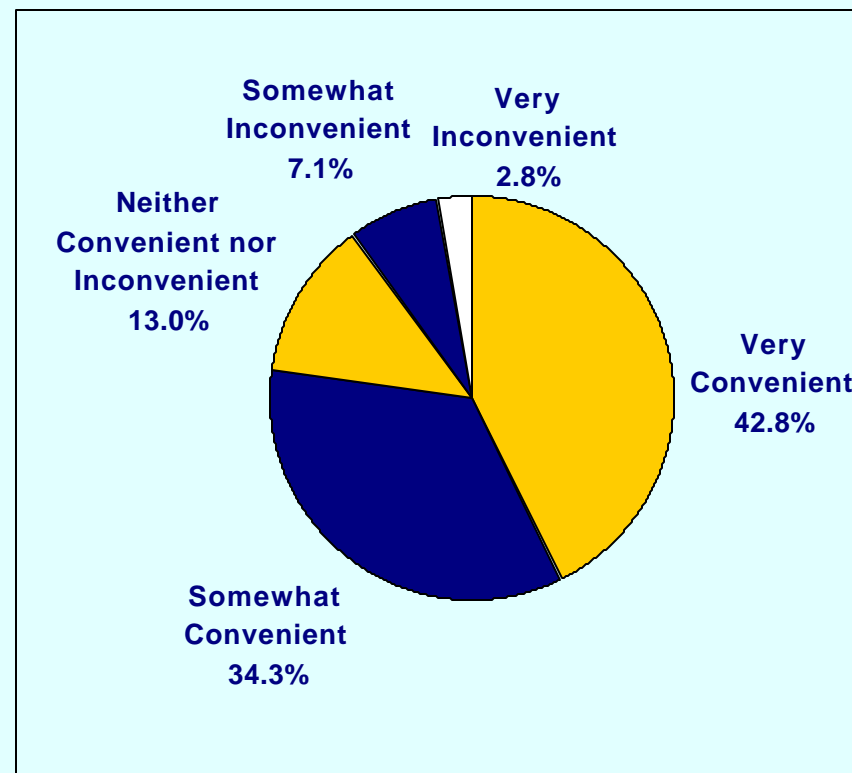
In general, how convenient was the **LOCATION** of this evaluation?



Valid n=2,996

## Question 20:

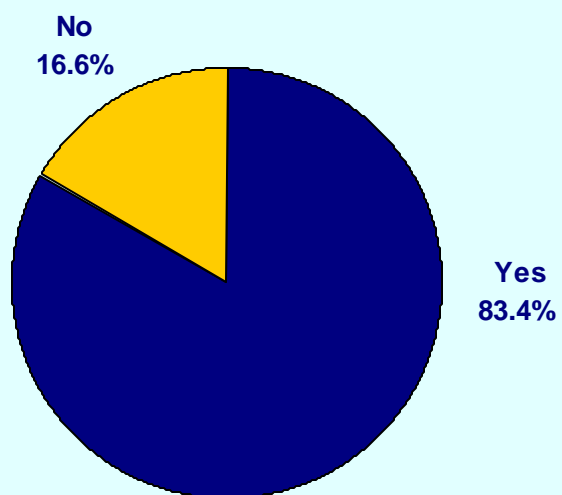
In general, how convenient was the **TIME** scheduled for this evaluation?



Valid n=2,982

**Question 21:**

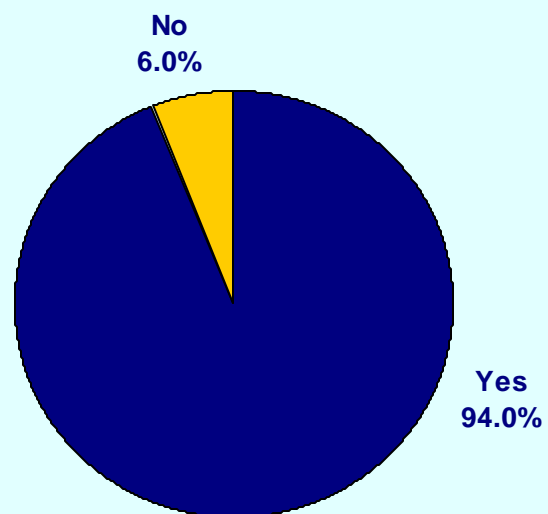
Did you take any tests as part of your evaluation?



Valid n=2,982

**Question 22:**

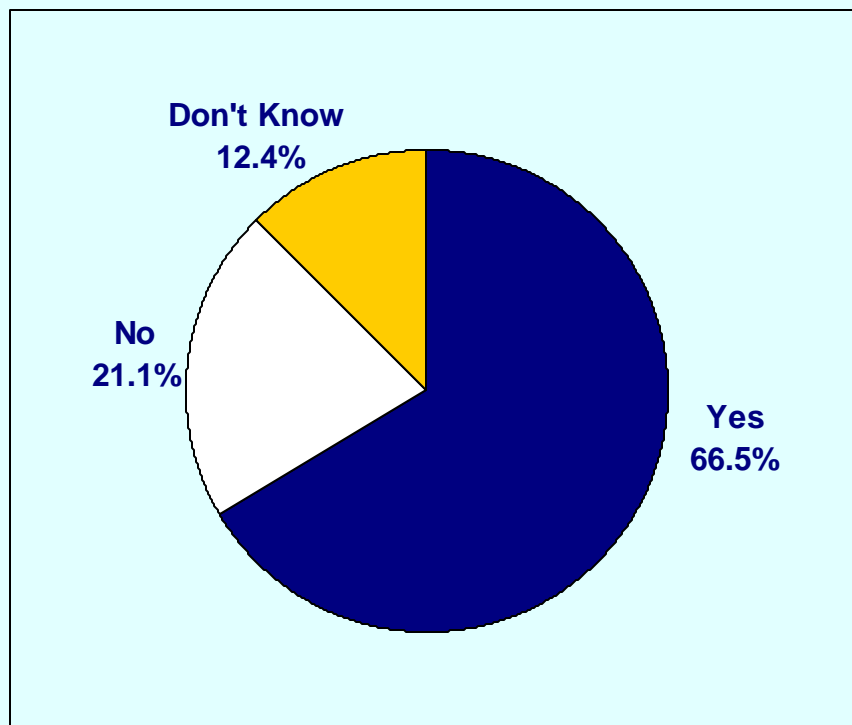
Did the counselor explain the purpose of these tests?



Valid n=2,434

**Question 23:**

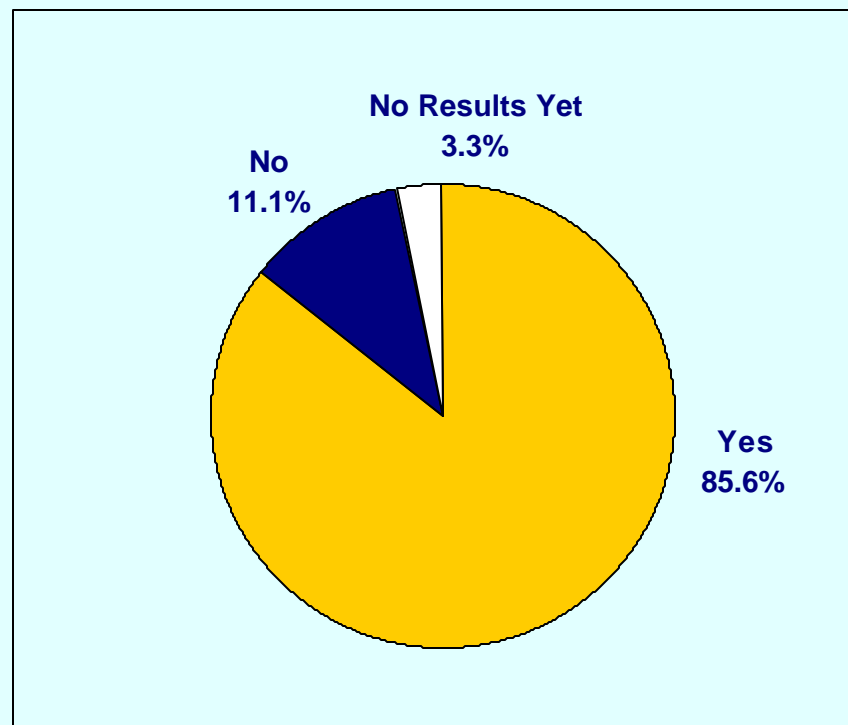
Did the tests seem appropriate to you for your evaluation?



Valid n=2,441

**Question 24:**

Did the counselor explain the test results in a way you could understand?

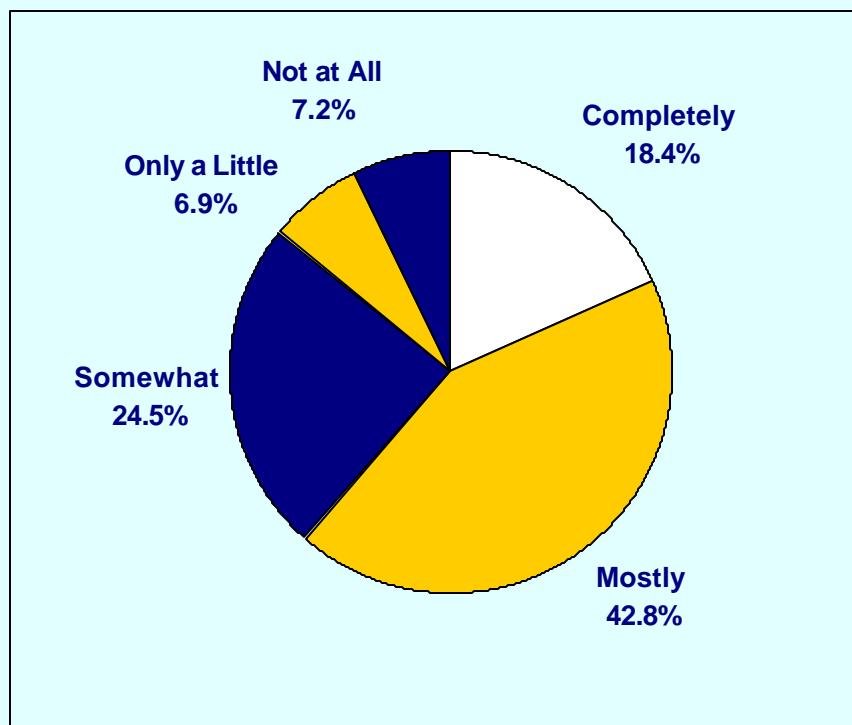


Valid n=2,440



## Question 25:

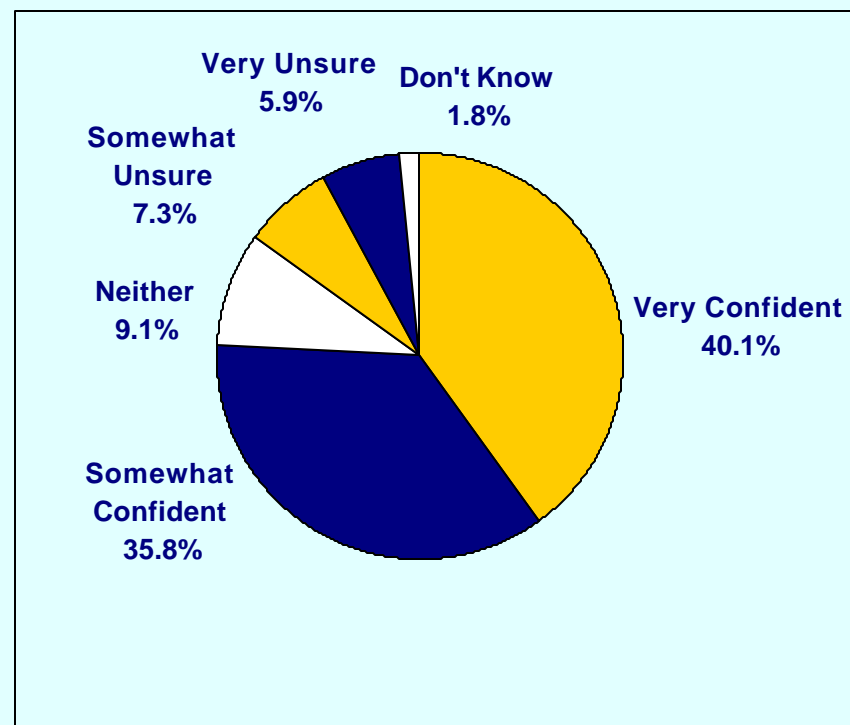
How completely did the results of the initial evaluation match your particular skills and abilities?



Valid n=2,852

## Question 26:

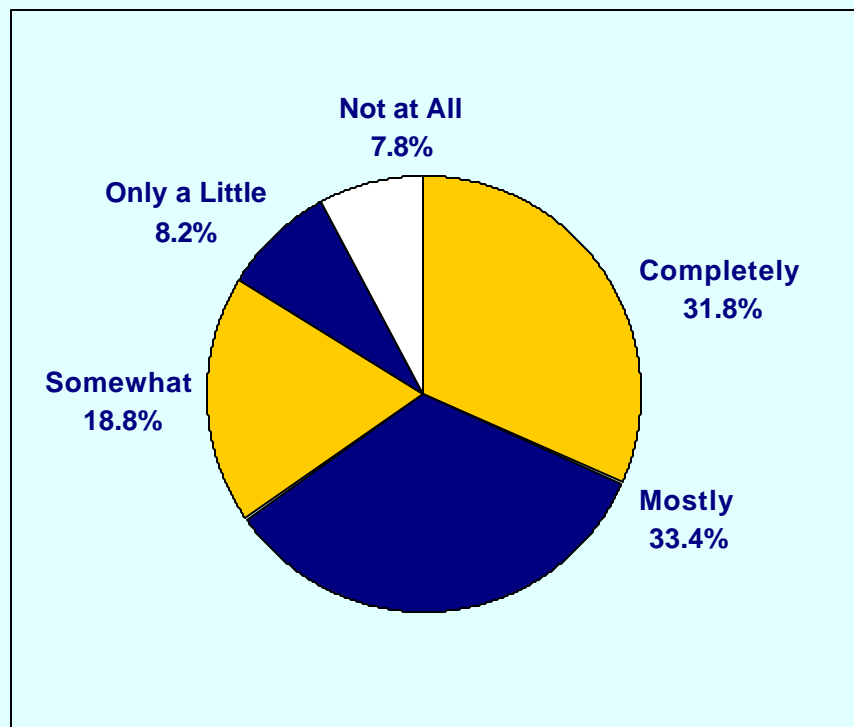
During the evaluation, how confident or sure were you that your counselor gave you good information and advice?



Valid n=2,989

## Question 27:

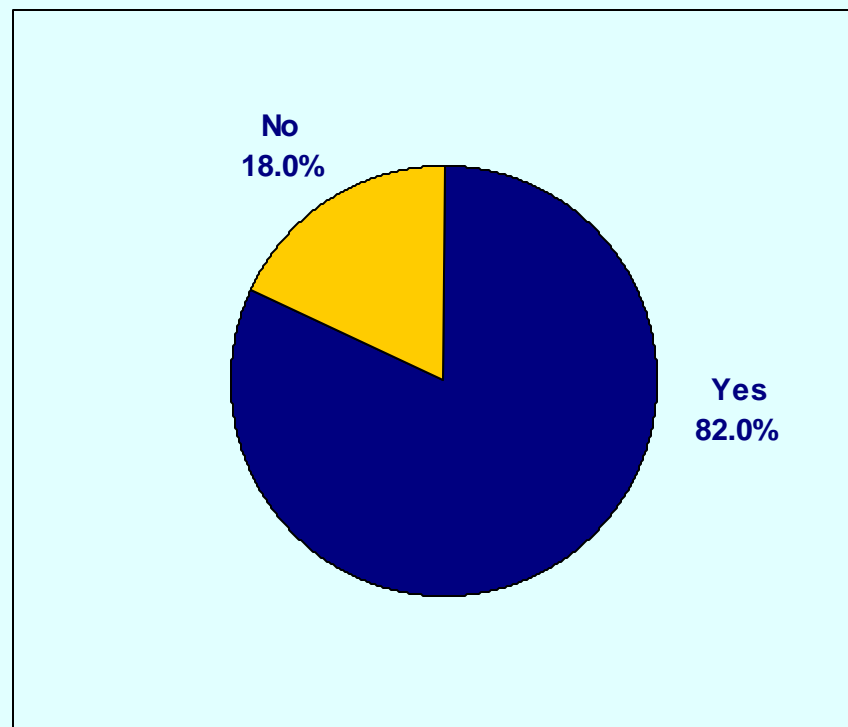
During the evaluation, how well did you feel your counselor understood your feelings and concerns?



Valid n=2,995

## Question 28:

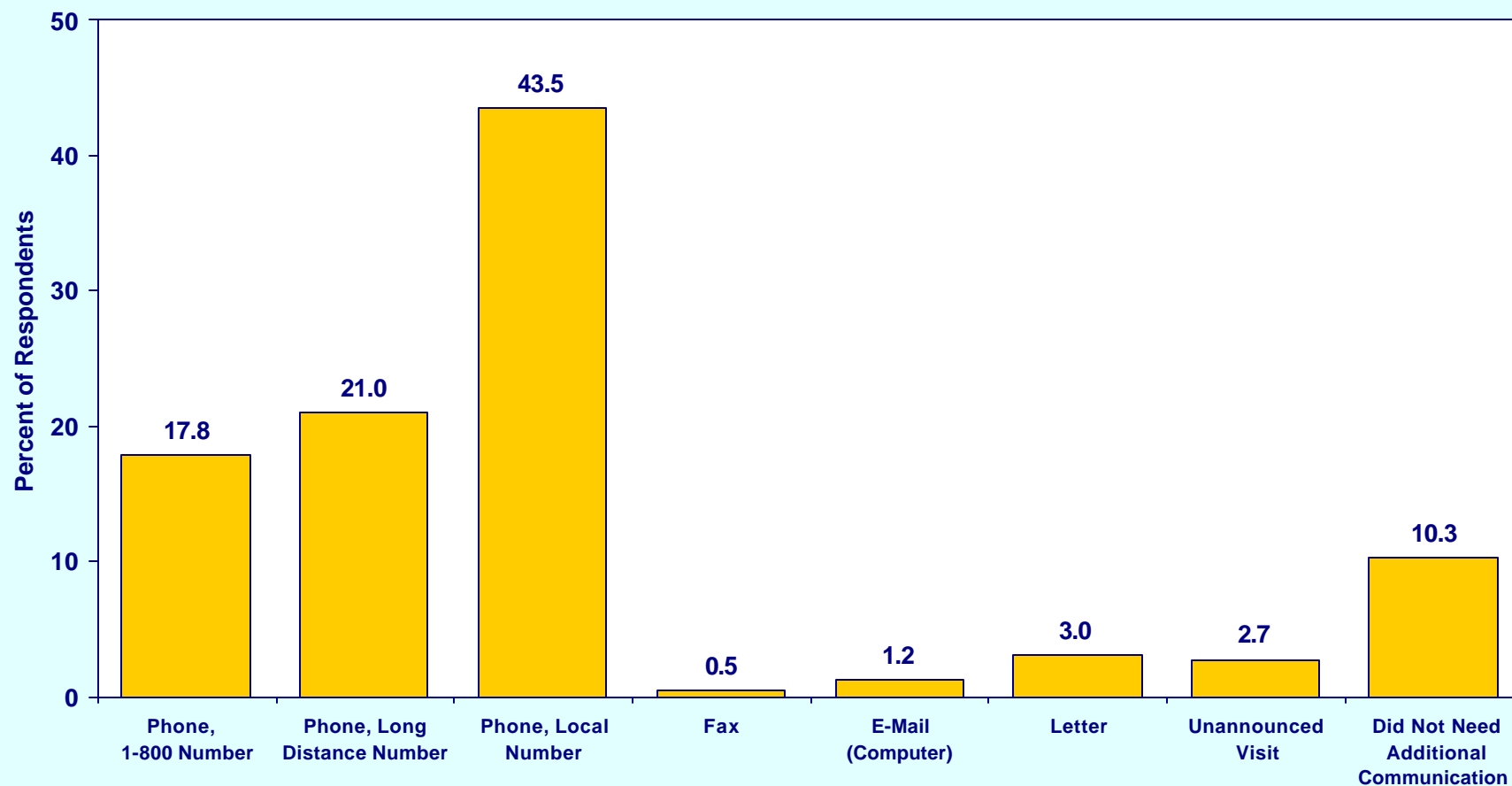
Overall, did the EVALUATION process reflect the courtesy, compassion, and respect you would expect as a veteran of the United States?



Valid n=2,973

## Question 29:

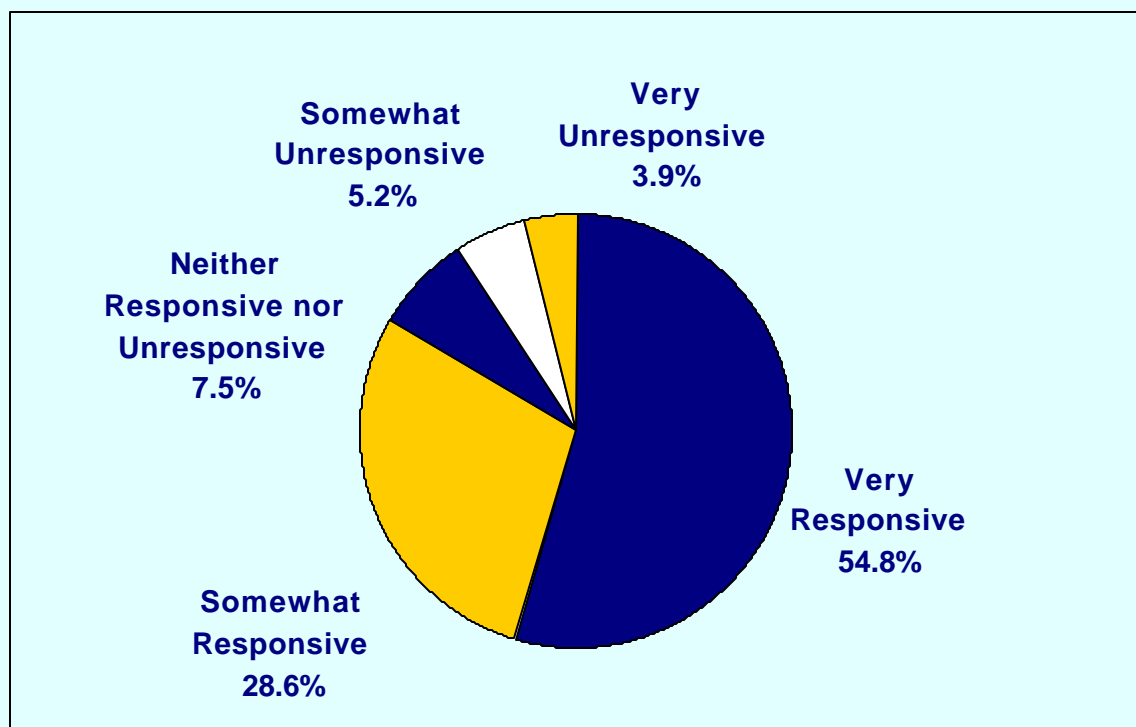
Aside from scheduled visits, what was the PRIMARY method you used to contact your evaluation counselor?



Valid n=2,945

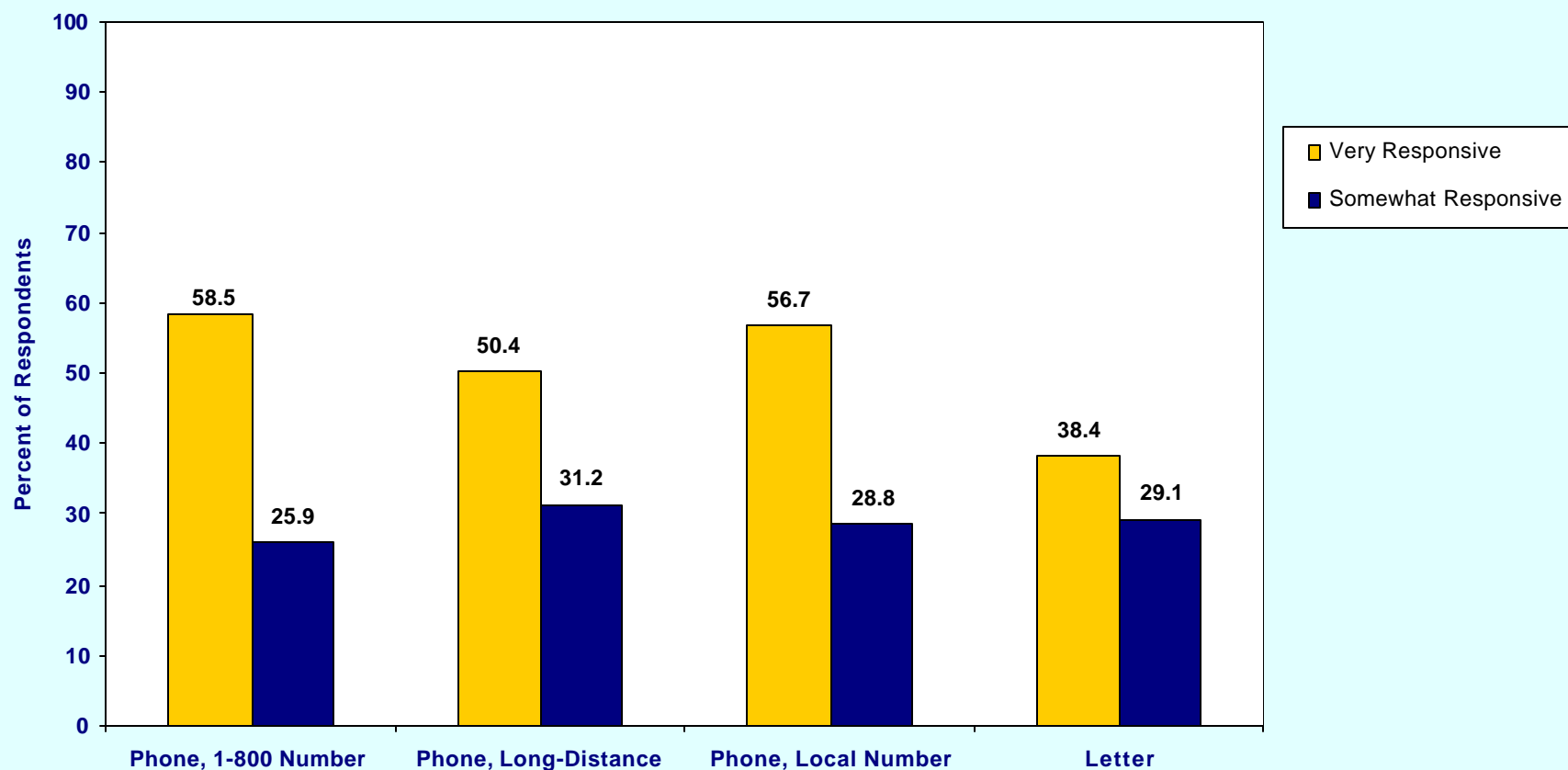
## Question 30:

How responsive was the counselor to your contact through this method?



Valid n=2,668

**Question 30 by Question 29:  
Responsiveness of counselor by primary method of contact, aside from scheduled visits.**

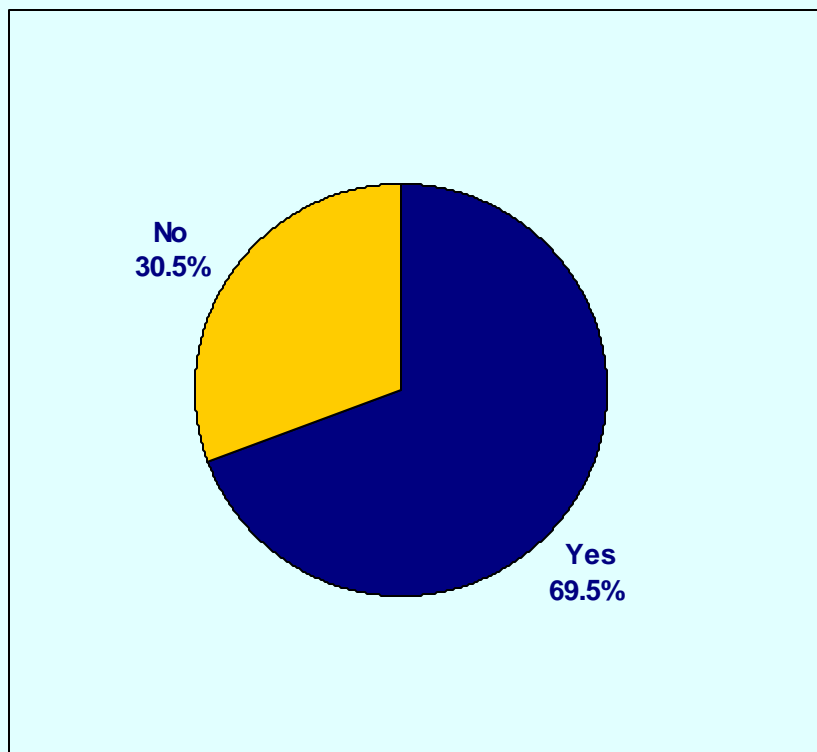


Note: The chart presents data on the 4 most frequently reported methods of contact, aside from scheduled visits.

Valid n=2,625

## Question 31:

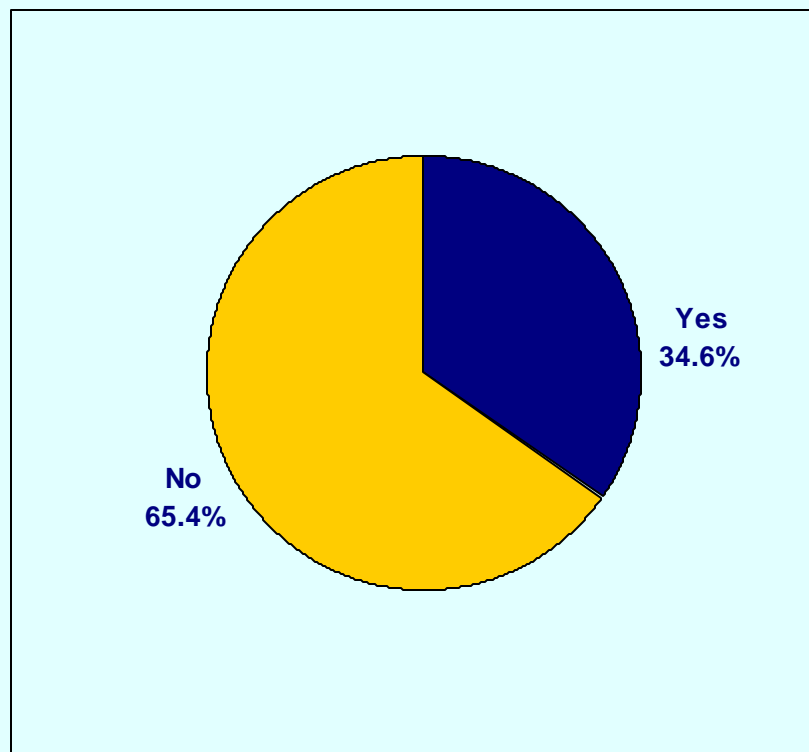
Were you generally able to get the information you needed on the first call or contact?



Valid n=2,668

## Question 32:

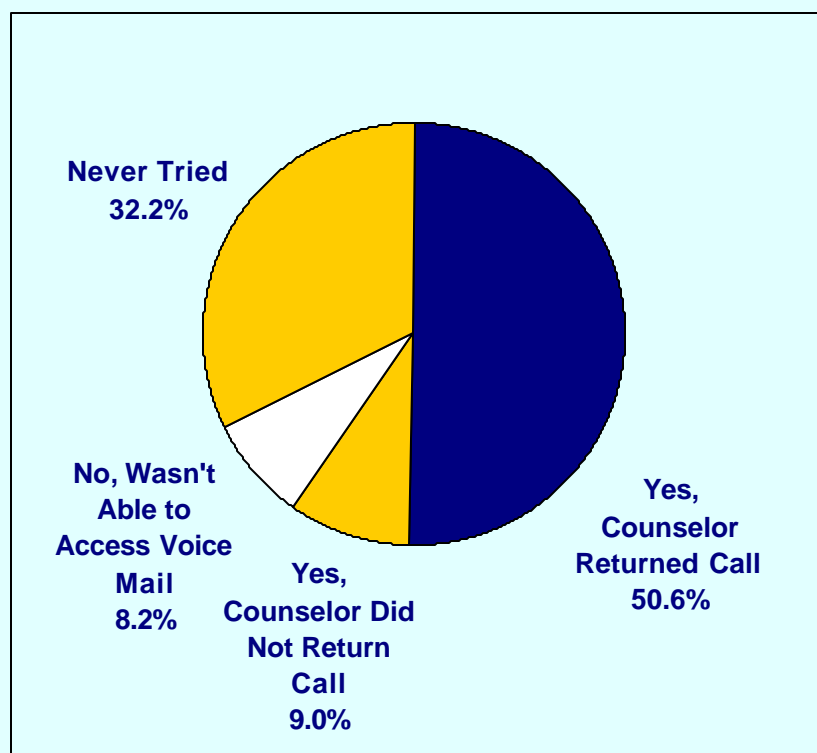
Did you have to repeat the same information to more than one person during the evaluation process?



Valid n=2,675

## Question 33:

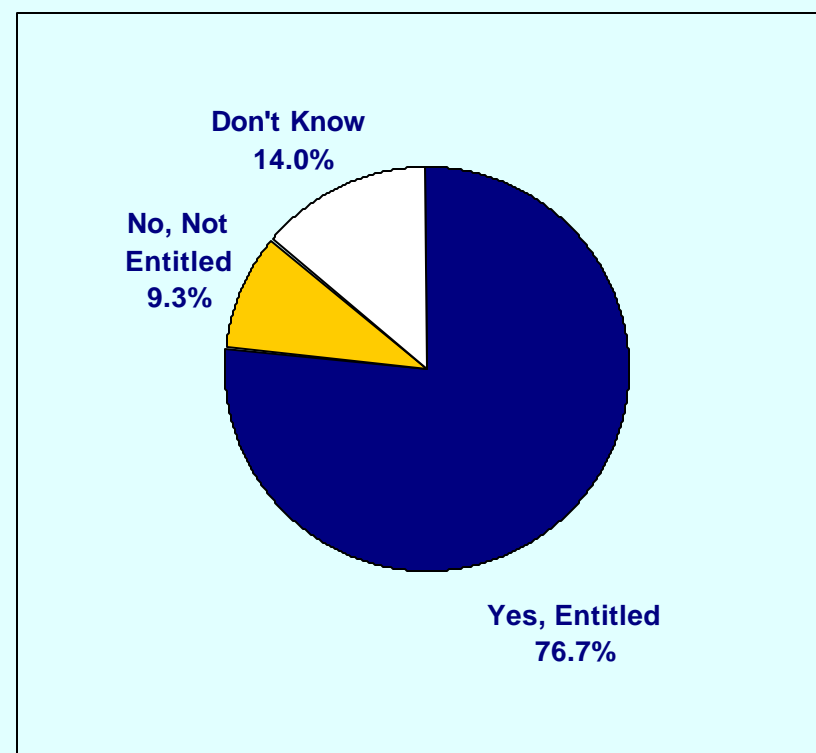
Were you able to access voice mail in order to leave your counselor a message?



Valid n=2,668

## Question 34:

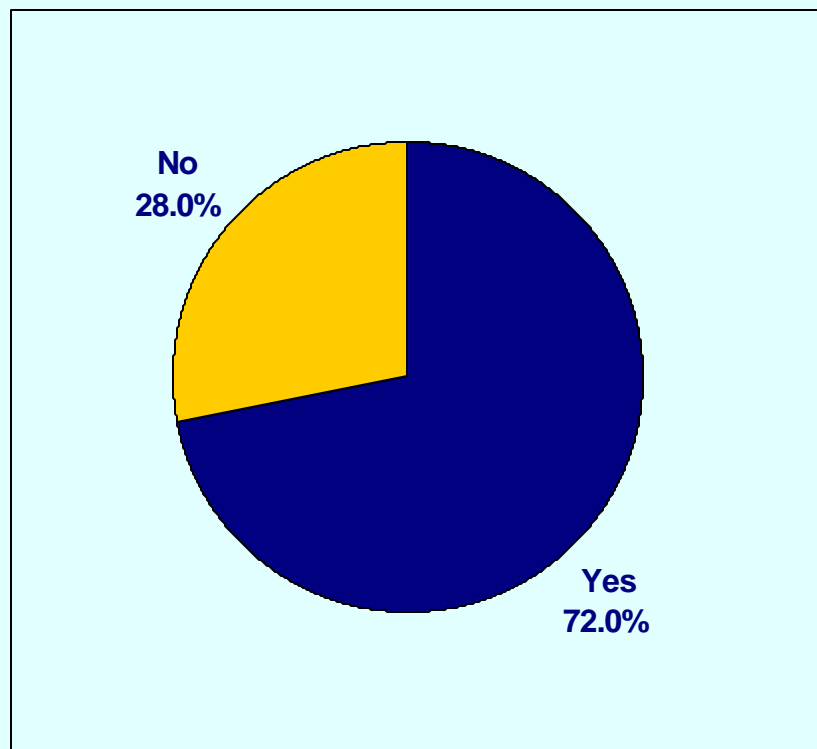
After the initial evaluation, did the VA find that you were entitled to VR&C services?



Valid n=2,982

## Question 35:

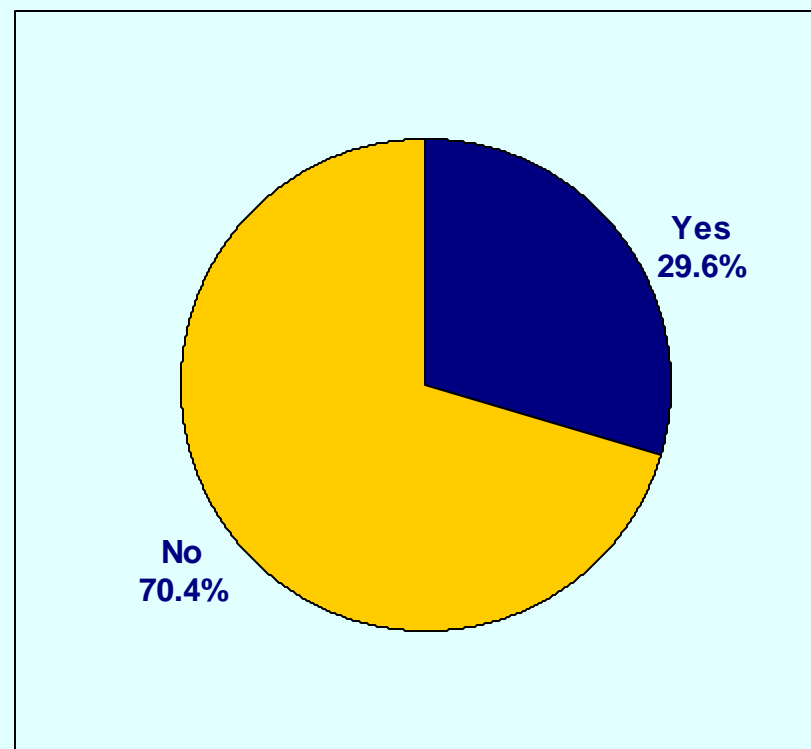
Did the VA explain why you were NOT entitled to VR&C services?



Valid n=273

## Question 36:

Did VA inform you of other resources or programs which might be available to you?



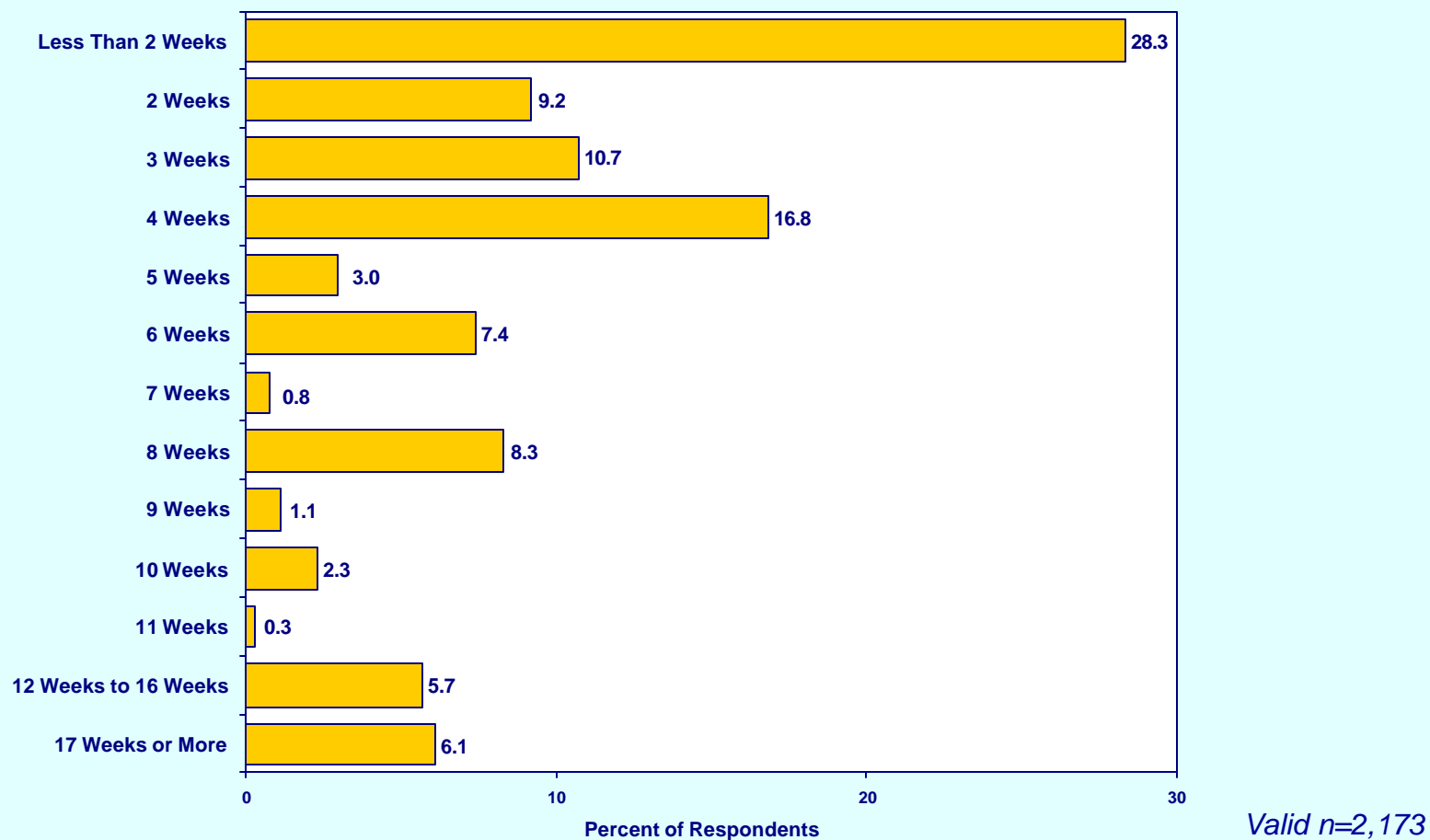
Valid n=274



## Question 37:

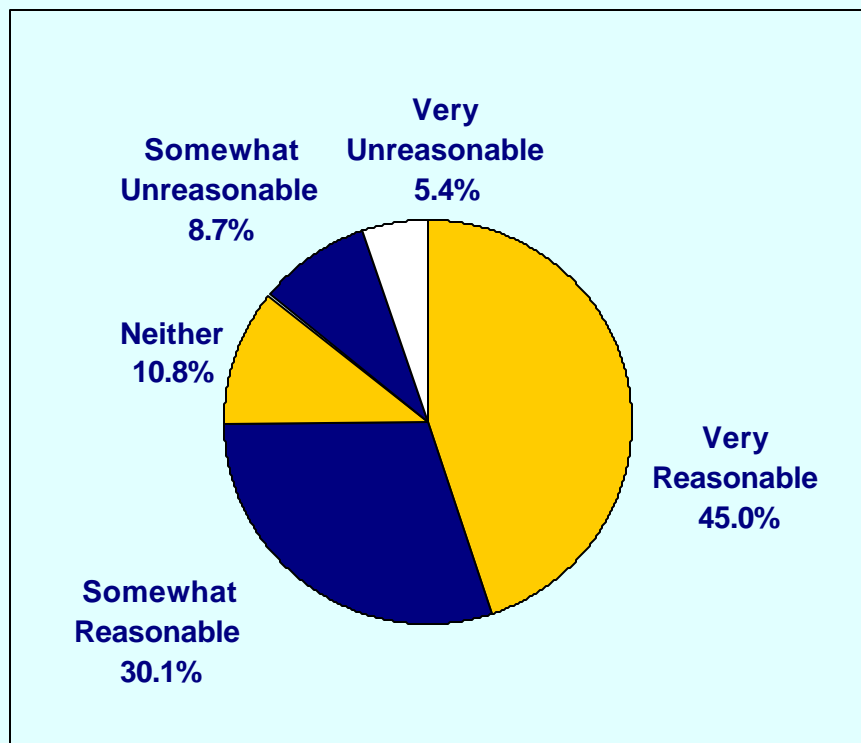
Once you had your initial meeting with a counselor, how long did it take for the VA to determine whether you were entitled to VR&C services?

Average Number of Weeks = 4.6



## Question 38:

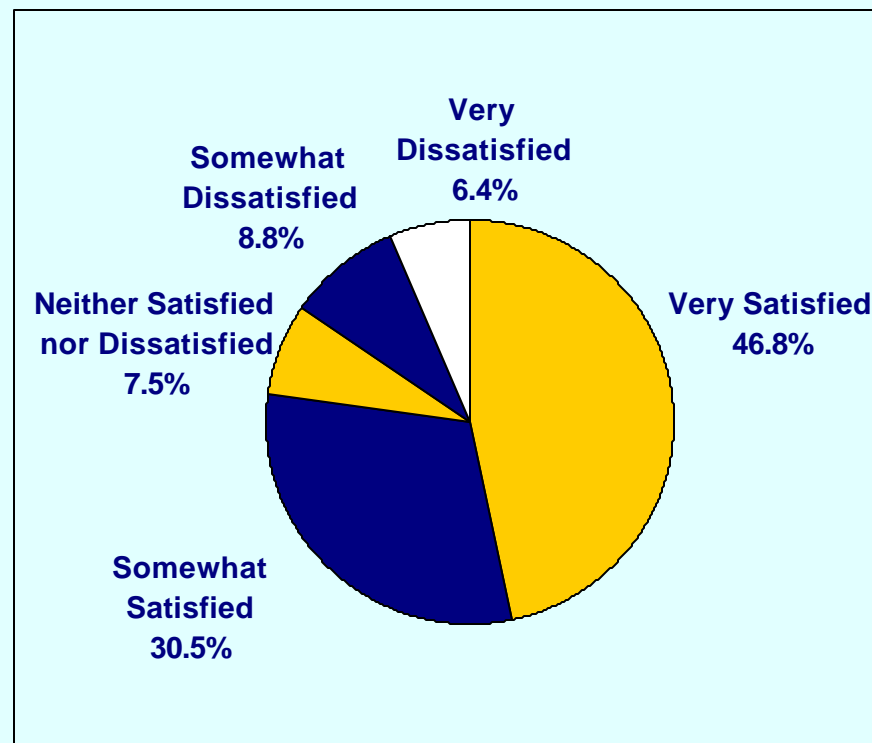
How reasonable was the length of time it took VA to determine whether you were entitled for VR&C services, once you had the initial meeting with your counselor?



Valid n=2,219

## Question 39:

Overall, how satisfied are you with the way the vocational rehabilitation EVALUATION process was handled?



Valid n=2,232

## UNDERSTANDING QUADRANT ANALYSIS

Quadrant analysis is a useful tool for determining which individual performance areas need improvement in order to raise the overall quality of service. The analysis involves determining the importance of individual performance areas (how meaningful an area is to the veteran) and VA's performance in each area. Generally, items with high importance but relatively low performance are those which deserve immediate attention.

Each of the variables represented in the Quadrant Analysis graph are plotted on the basis of:

- 1) **Importance:** a variable's correlation with the overall satisfaction with the program area
- 2) **Performance:** a variable's top-box percent (the percent of people who answered positively to the question).

Variable correlations with the overall satisfaction with the program area are used to determine the degree to which variables are related to overall satisfaction. Zero indicates no correlation, and 1 indicates perfect correlation. The closer a variable's correlation (Importance) is to 1, the stronger the variable's relationship is with the overall satisfaction with the program area. Variables that have stronger correlations are considered to have higher importance.

Top-box percent represents how well VA is performing within a given area (for example, the percent who indicated that the length of time it took VA to determine entitlement to VR&C services was somewhat or very reasonable).

The quadrant analysis graph is divided into four quadrants (sections) based on the following combinations of the plotted location of a variable:

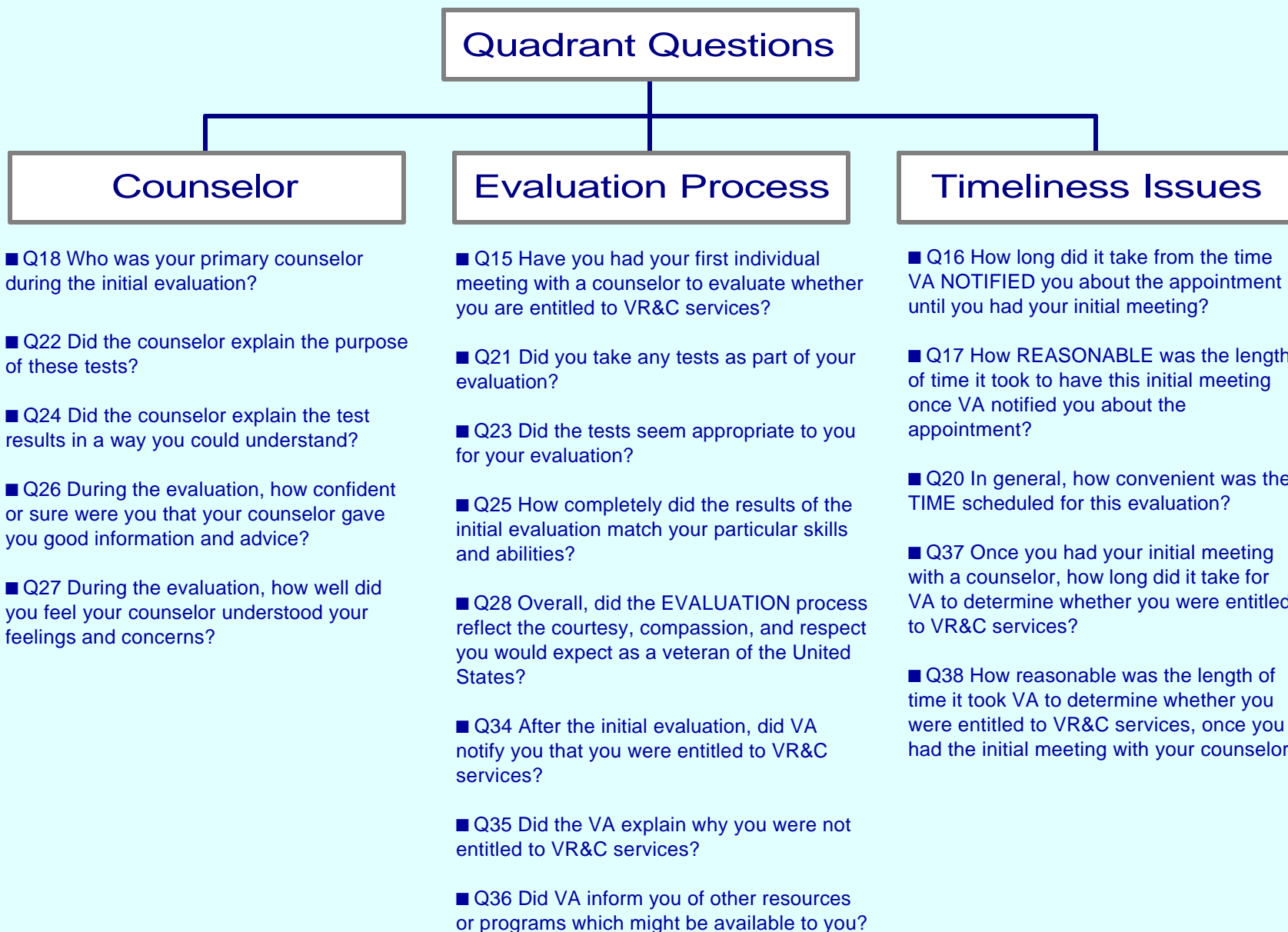
**Quadrant I: Critical Improvement Areas (high importance, low performance)**

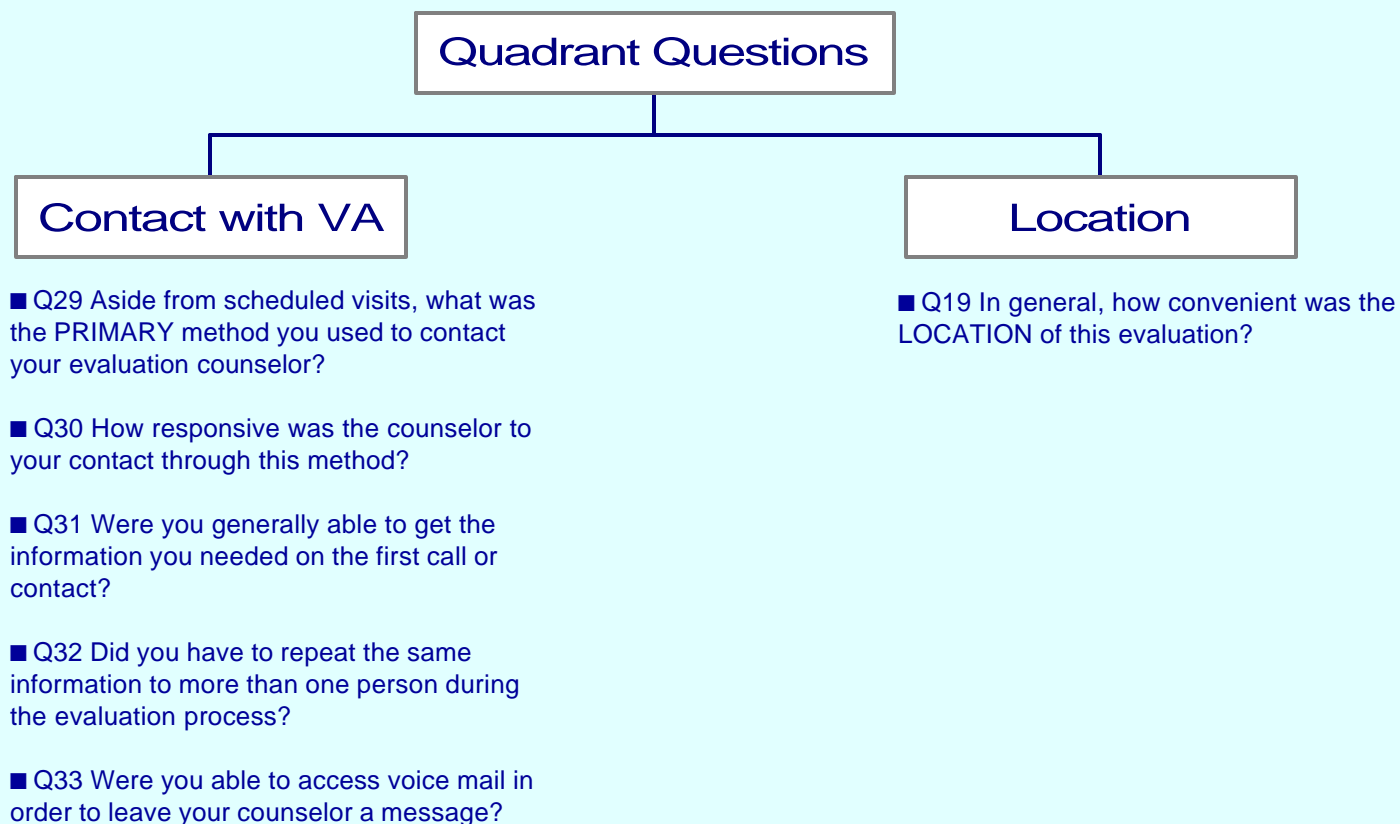
**Quadrant II: Maintain Relationship Building Variables (high importance, high performance)**

**Quadrant III: Lower Return on High Performance (low importance, high performance)**

**Quadrant IV: Lower Return on Investment (low importance, low performance)**

The horizontal lines in the plots represent importance and are placed at .50, which indicates relatively high correlation, and thus, relatively high importance. The vertical lines represent performance and are placed at 75 percent. The quadrant lines can be moved up or down, left or right, to include more or fewer variables in each quadrant.





## QUADRANT SCORES

Importance and satisfaction scores for evaluation and testing questions, ranked by importance  
(Based on respondents' overall satisfaction, Question 39\*)

Question	Importance Score	Satisfaction Score
35	.74	72.0%
26	.62	75.9%
27	.61	65.2%
38	.60	75.1%
28	.59	82.0%
30	.57	83.4%
31	.47	69.5%
33	.45	N/A
17	.45	75.7%
37	.40	N/A
25	.38	67.3%
23	.38	66.5%
32	.37	65.4%
20	.37	77.1%
24	.29	85.6%
19	.26	65.7%
16	.26	N/A
22	.20	94.0%
18	.13	N/A
29	.08	N/A
34	.07	N/A
21	.01	N/A
36	N/A	29.6%
15	N/A	N/A

N/A on the importance score indicates that there was no variation in responses to the question among respondents who answered Q39, due to a small number of cases.  
N/A on the satisfaction score indicates that the question does not measure VA performance.

\*Question 39: Overall, how satisfied are you with the way the vocational rehabilitation EVALUATION process was handled?

## QUADRANTS I AND II

The information below highlights the questions from the Quadrant Analysis which fell into Quadrant I or Quadrant II. \*

### QUADRANT I: Critical Improvement Areas

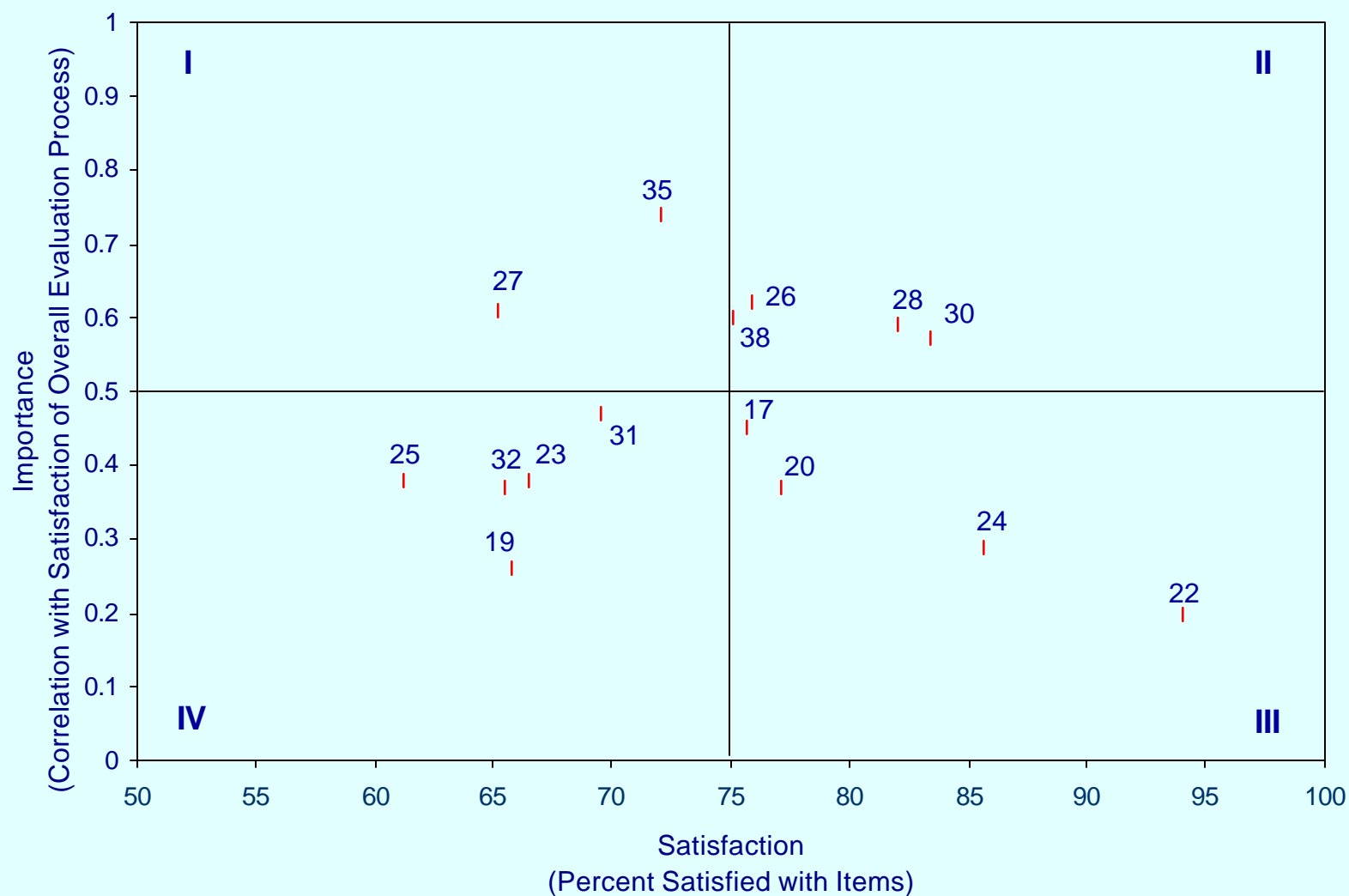
- Q27 During the evaluation, how well did you feel your counselor understood your feelings and concerns?
- Q35 Did the VA explain why you were not entitled to VR&C services?

### QUADRANT II: Maintain Relationship Building Variables

- Q26 During the evaluation, how confident or sure were you that your counselor gave you good information and advice?
- Q28 Overall, did the EVALUATION process reflect the courtesy, compassion, and respect you would expect as a veteran of the United States?
- Q30 How responsive was the counselor to your contact through this method?
- Q38 How reasonable was the length of time it took VA to determine whether you were entitled to VR&C services?

\* Questions that fell on the exact cutoff between quadrants are not listed.

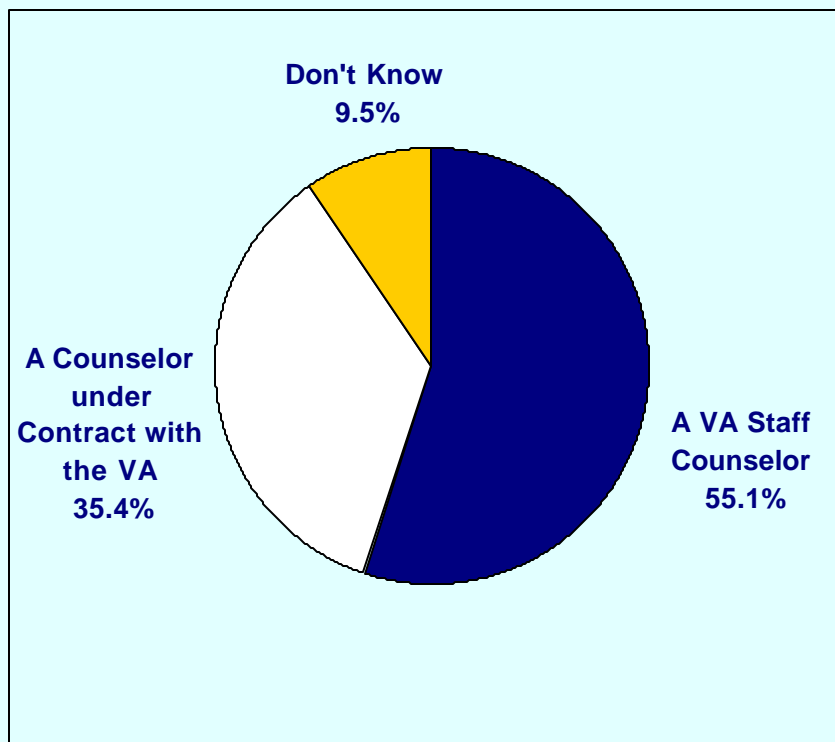
## QUADRANT ANALYSIS





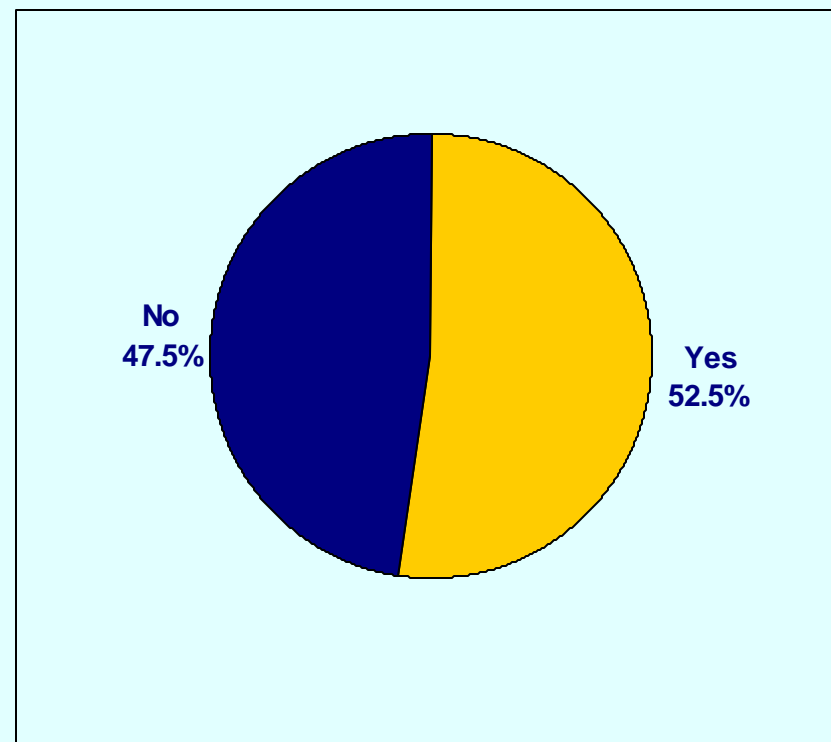
## Survey Findings: Developing a Plan

**Question 40:**  
**Who was/is your primary counselor during the planning phase of your program?**



Valid n=2,278

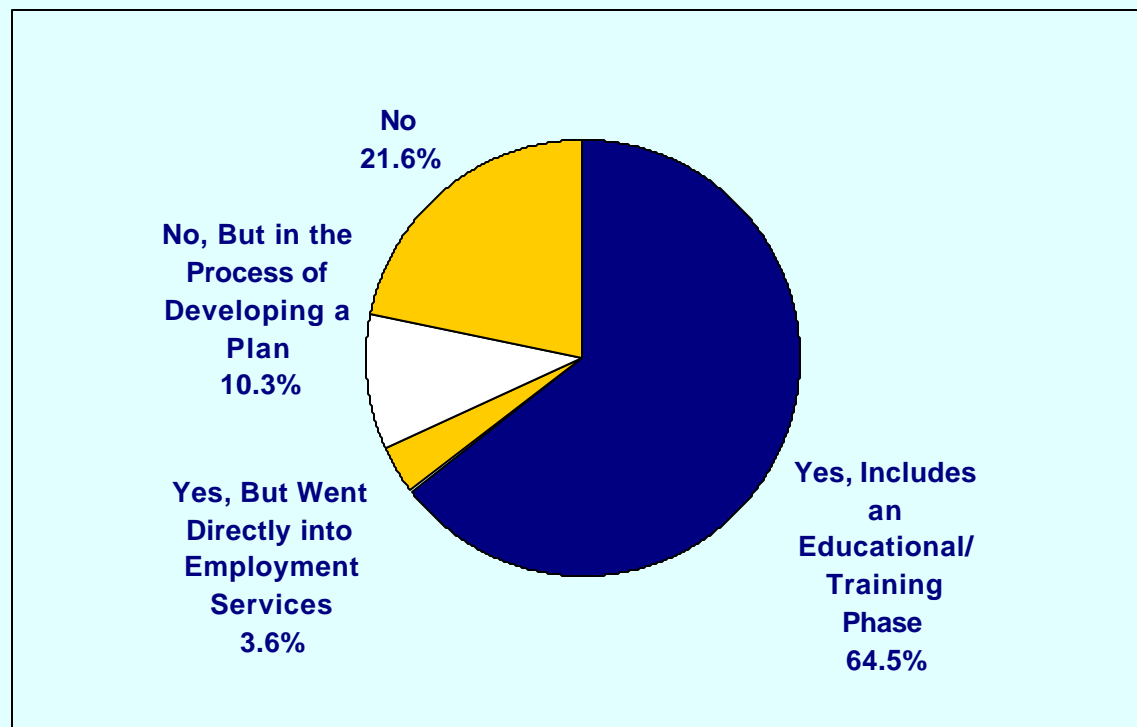
**Question 41:**  
**Is this the same counselor who conducted your initial evaluation?**



Valid n=2,266

## Question 42:

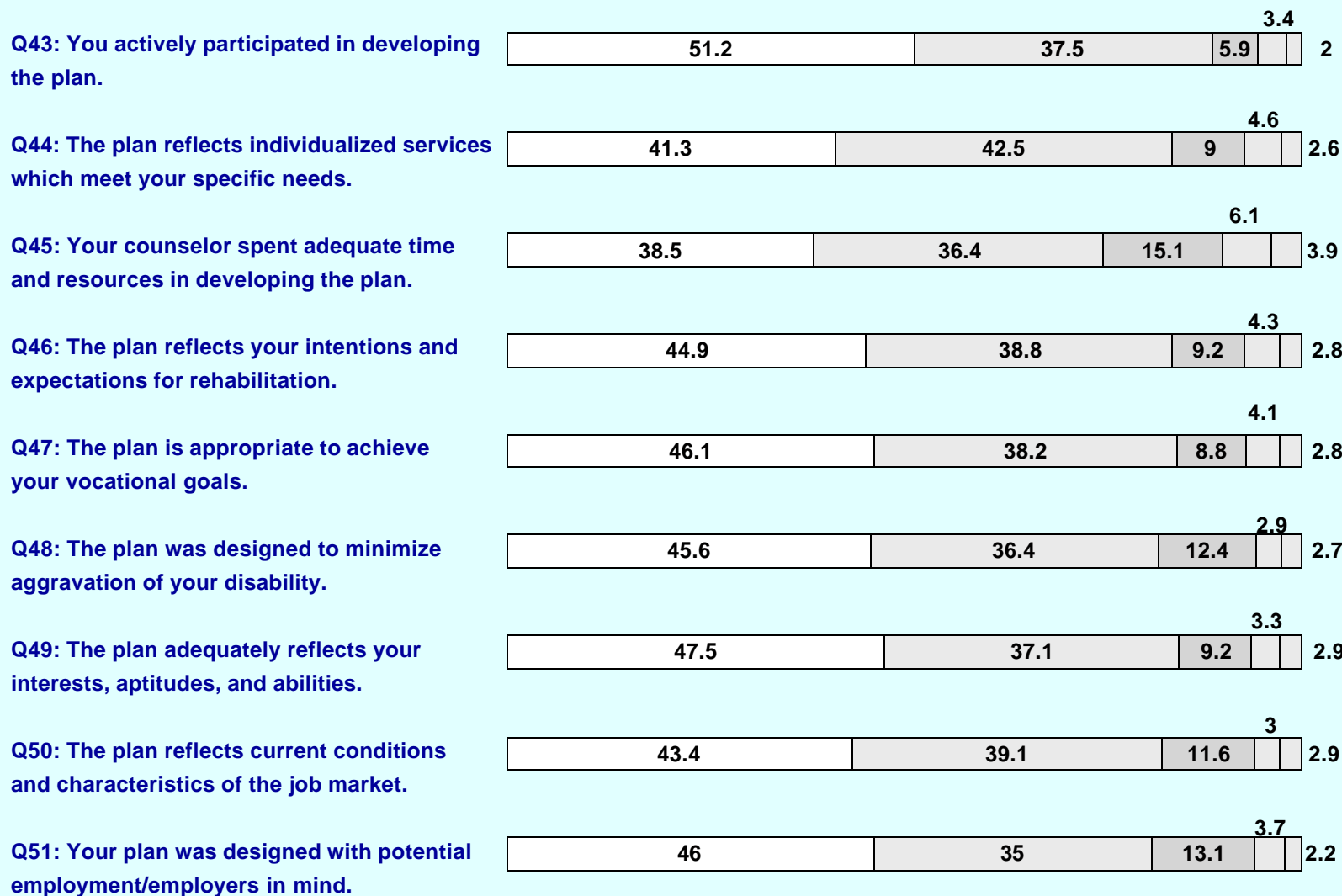
Have you and your counselor developed a plan of services for your rehabilitation?



Valid n=2,574

## Questions 43-51:

☐ Strongly Agree ☐ Agree ☐ Neither ☐ Disagree ☐ Strongly Disagree

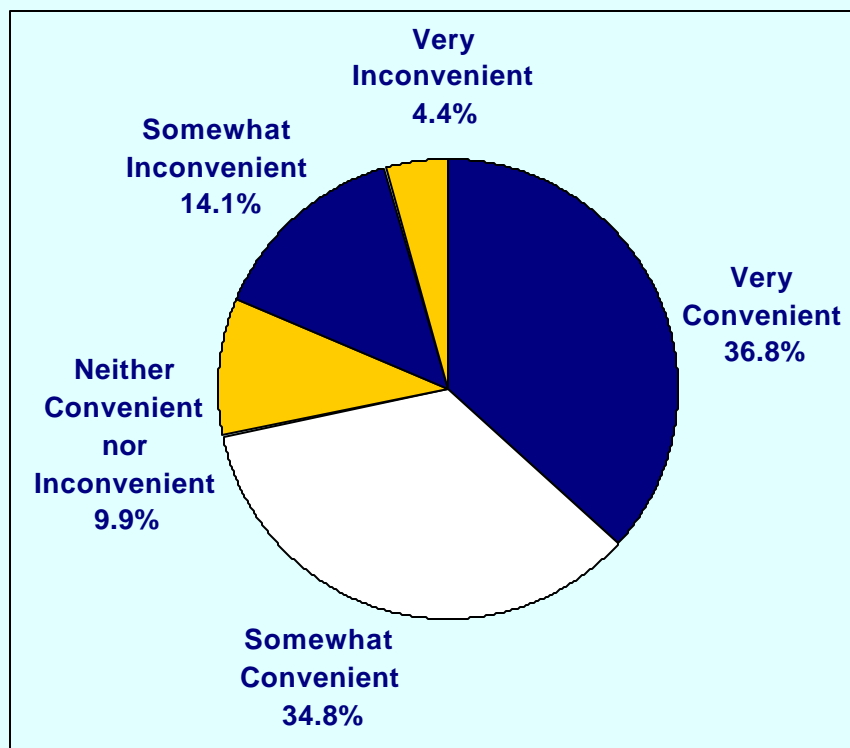


Note:  
Responses  
of "Not  
Applicable"  
are not  
included in  
the analysis.

Percent of Respondents

## Question 52:

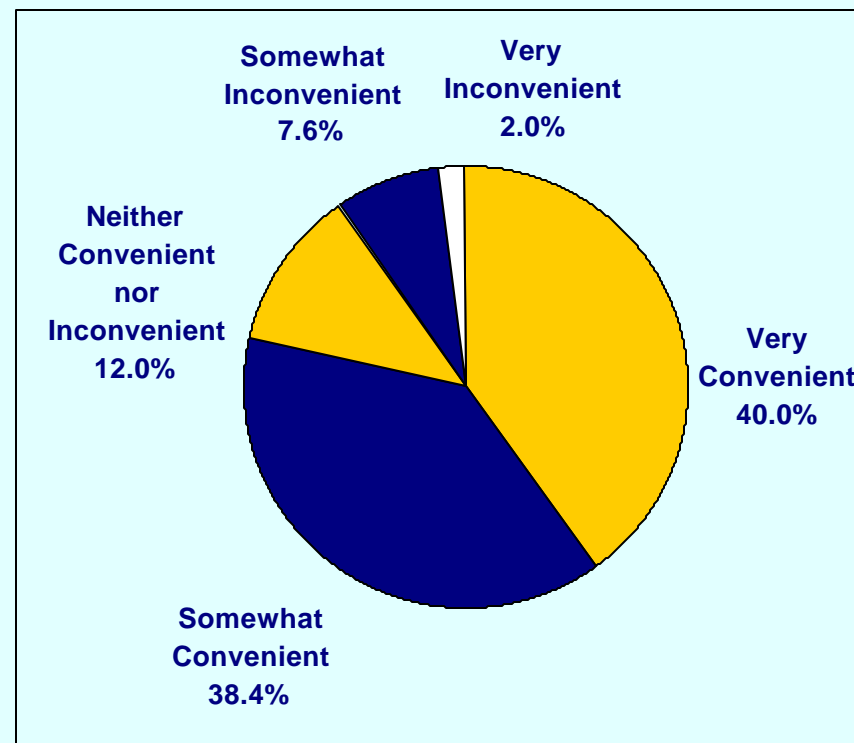
In general, how convenient was the **LOCATION** where this PLAN was developed or is being developed?



Valid n=2,023

## Question 53:

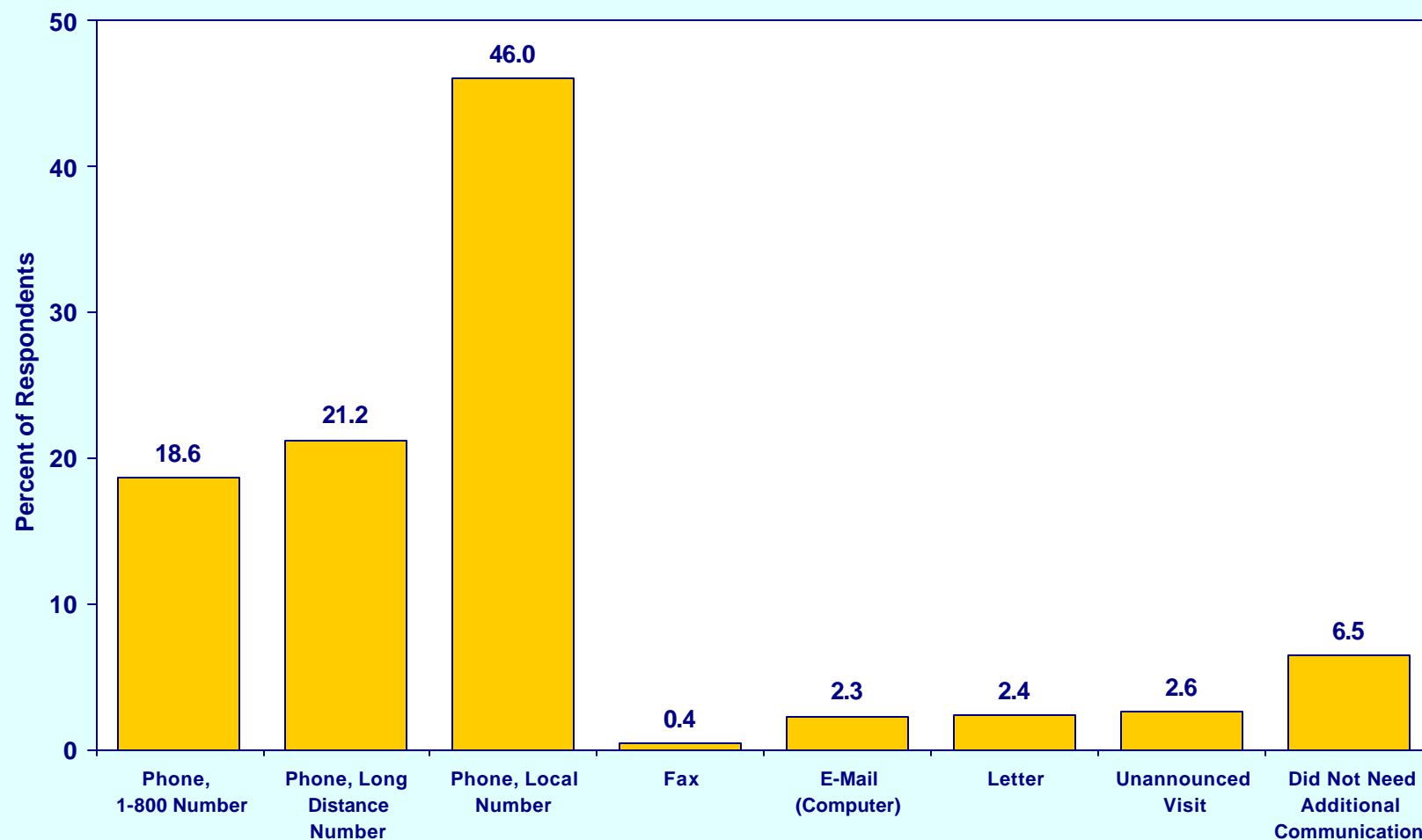
In general, how convenient was the **TIME** scheduled for developing this PLAN?



Valid n=2,018

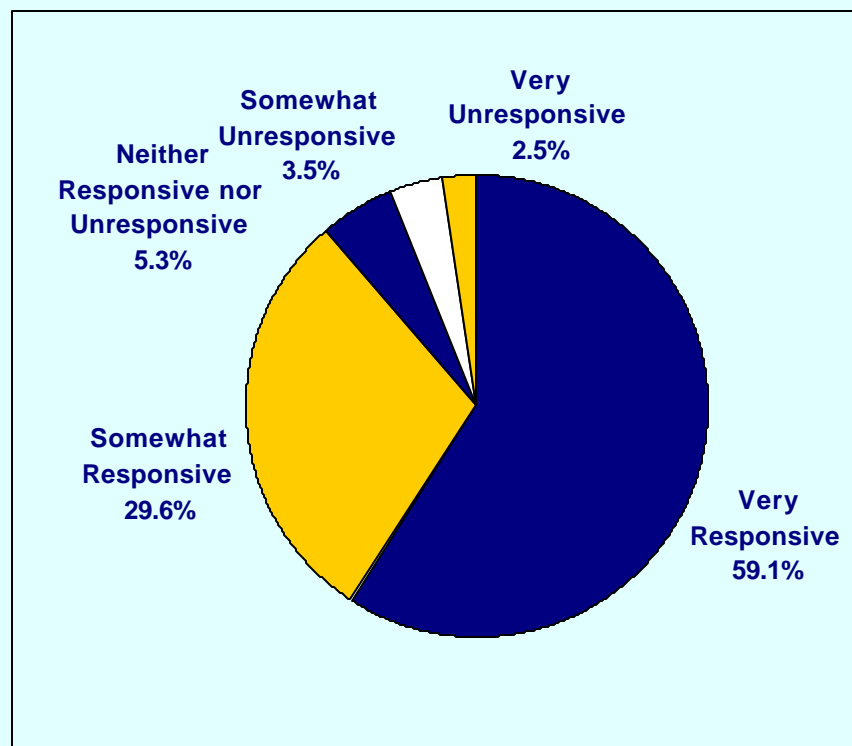
## Question 54:

Aside from scheduled visits, what was the PRIMARY method you used to contact your planning counselor?



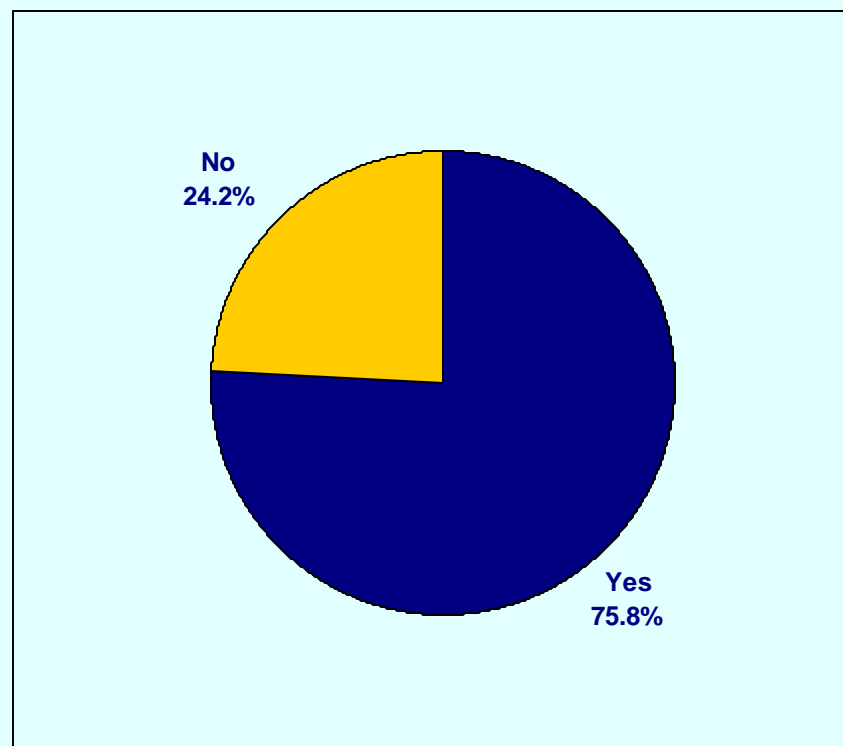
Valid n=1,988

**Question 55:**  
How responsive was the counselor to your contact through this method?



Valid n=1,880

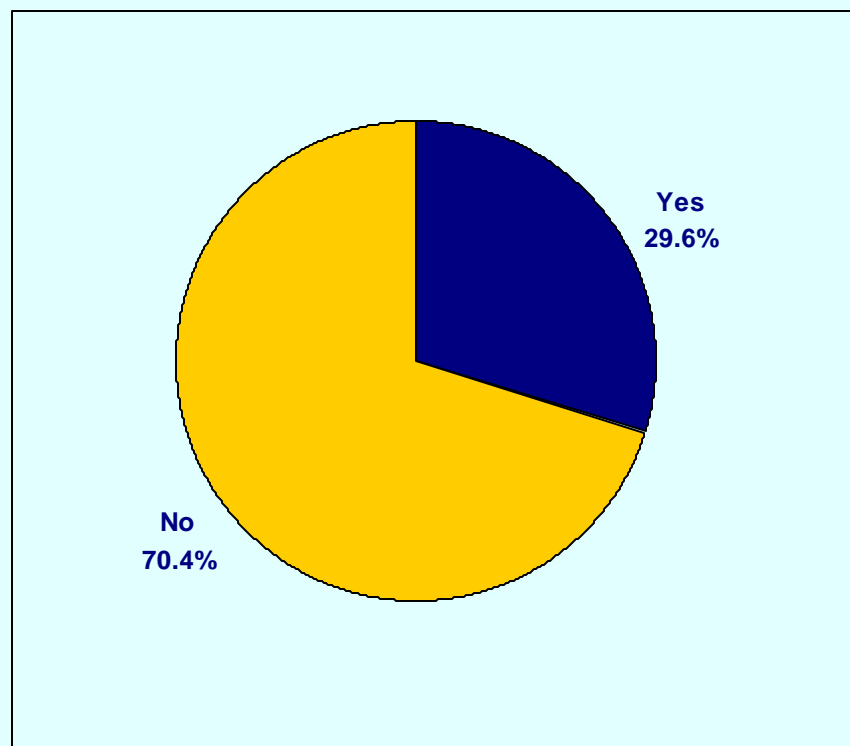
**Question 56:**  
Were you generally able to get the information you needed on the first call or contact?



Valid n=1,871

**Question 57:**

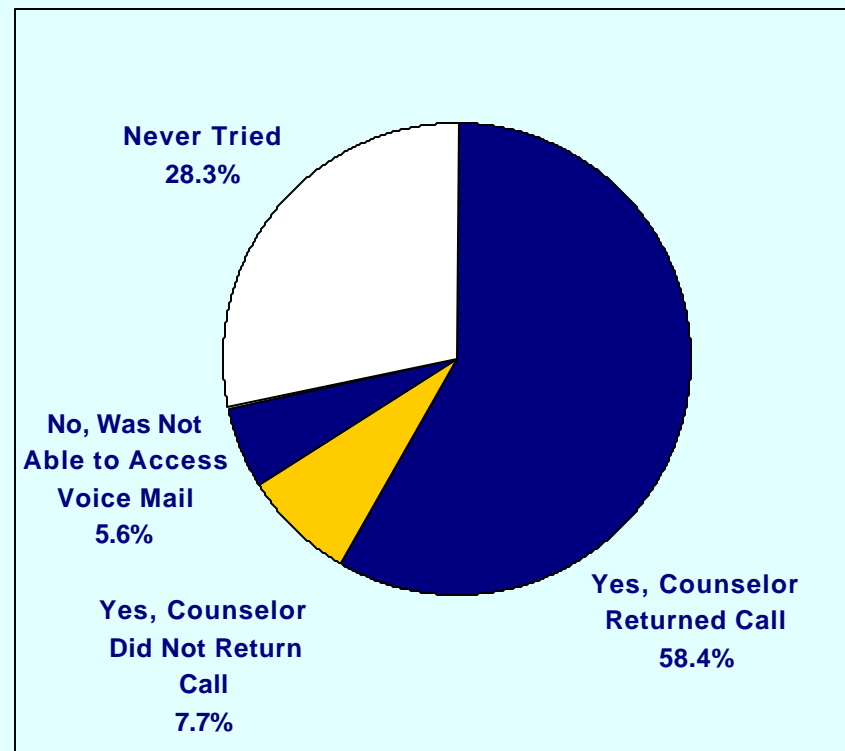
**Did you have to repeat the same information to more than one person during the planning process?**



*Valid n=1,871*

**Question 58:**

**Were you able to access voice mail in order to leave your counselor a message?**

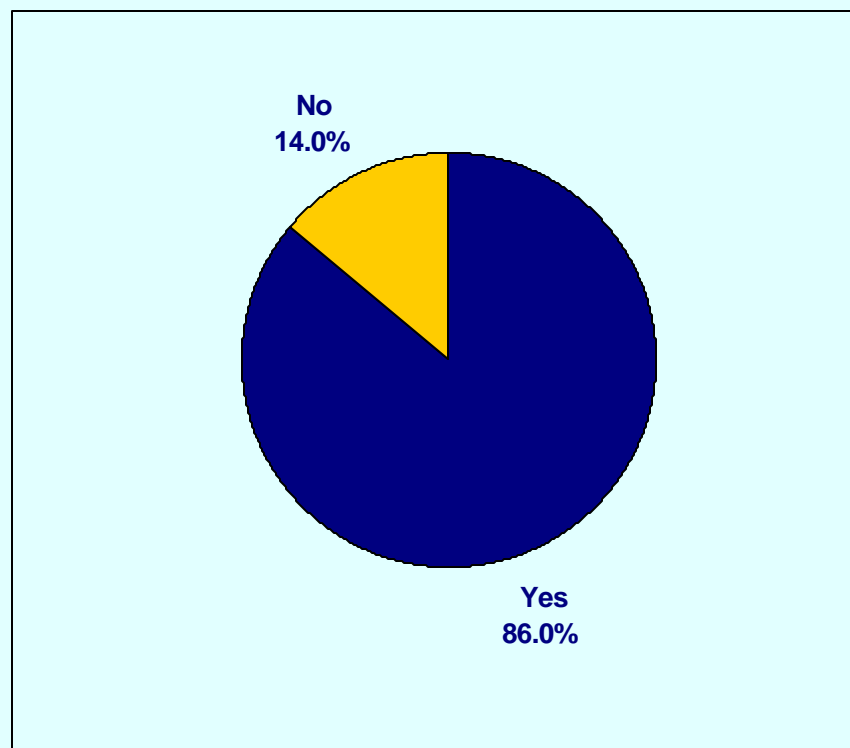


*Valid n=1,867*



**Question 59:**

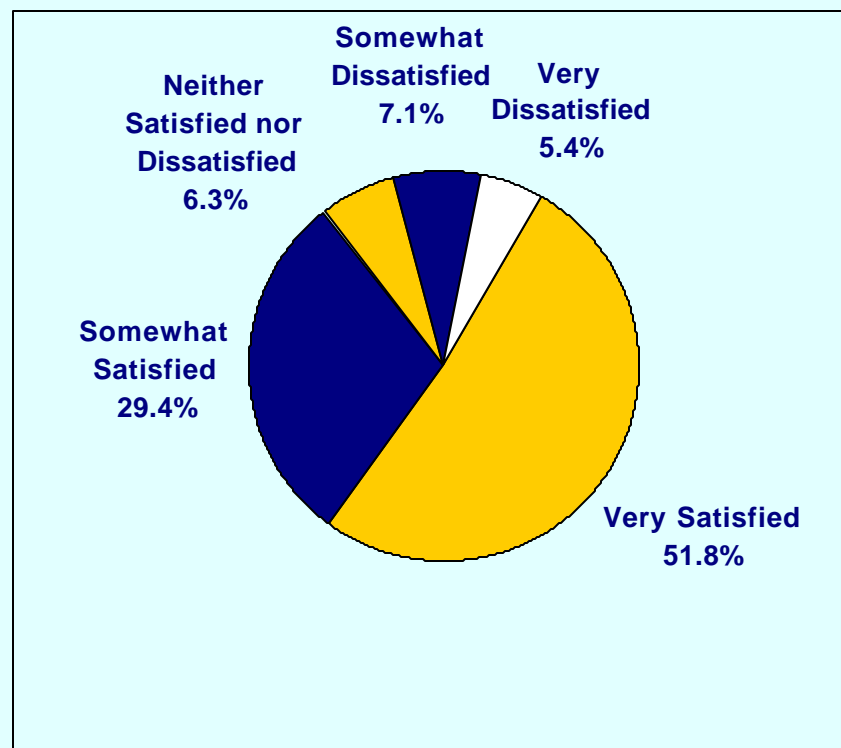
Overall, did the **PLANNING** process reflect the courtesy, compassion, and respect you would expect as a veteran of the United States?



Valid n=2,001

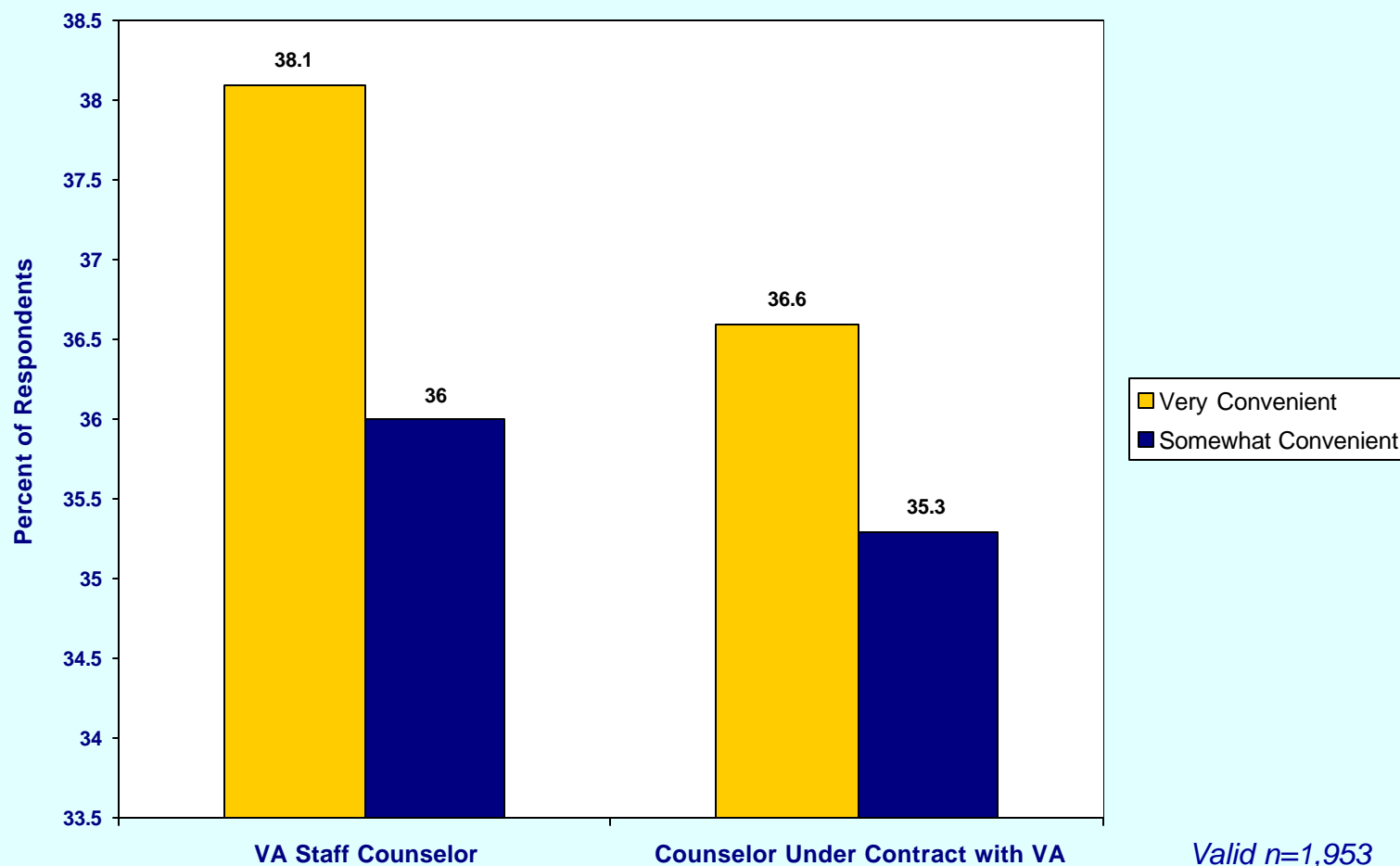
**Question 60:**

Overall, how satisfied are you with the way your vocational rehabilitation **PLAN** of services was developed or is being developed?

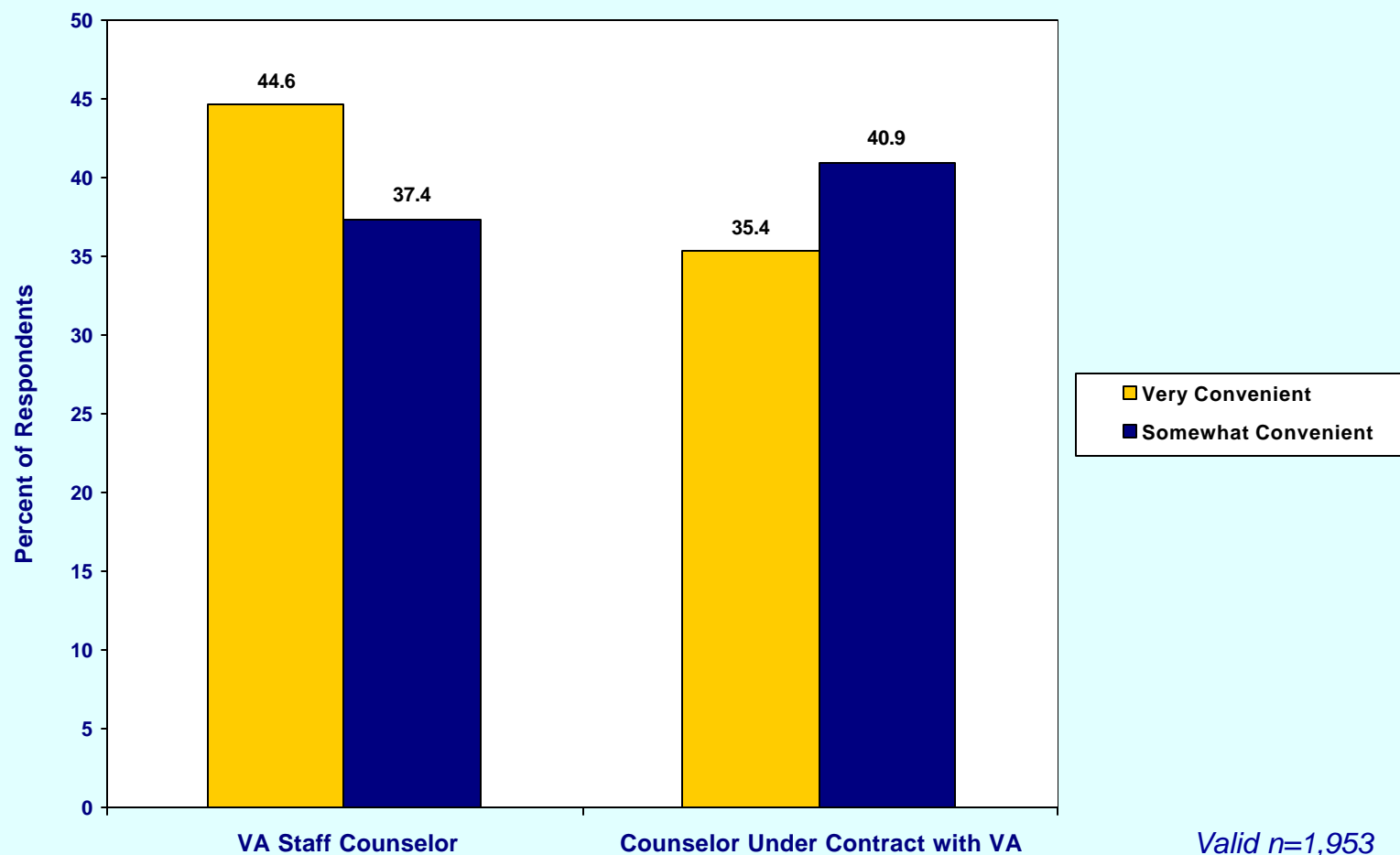


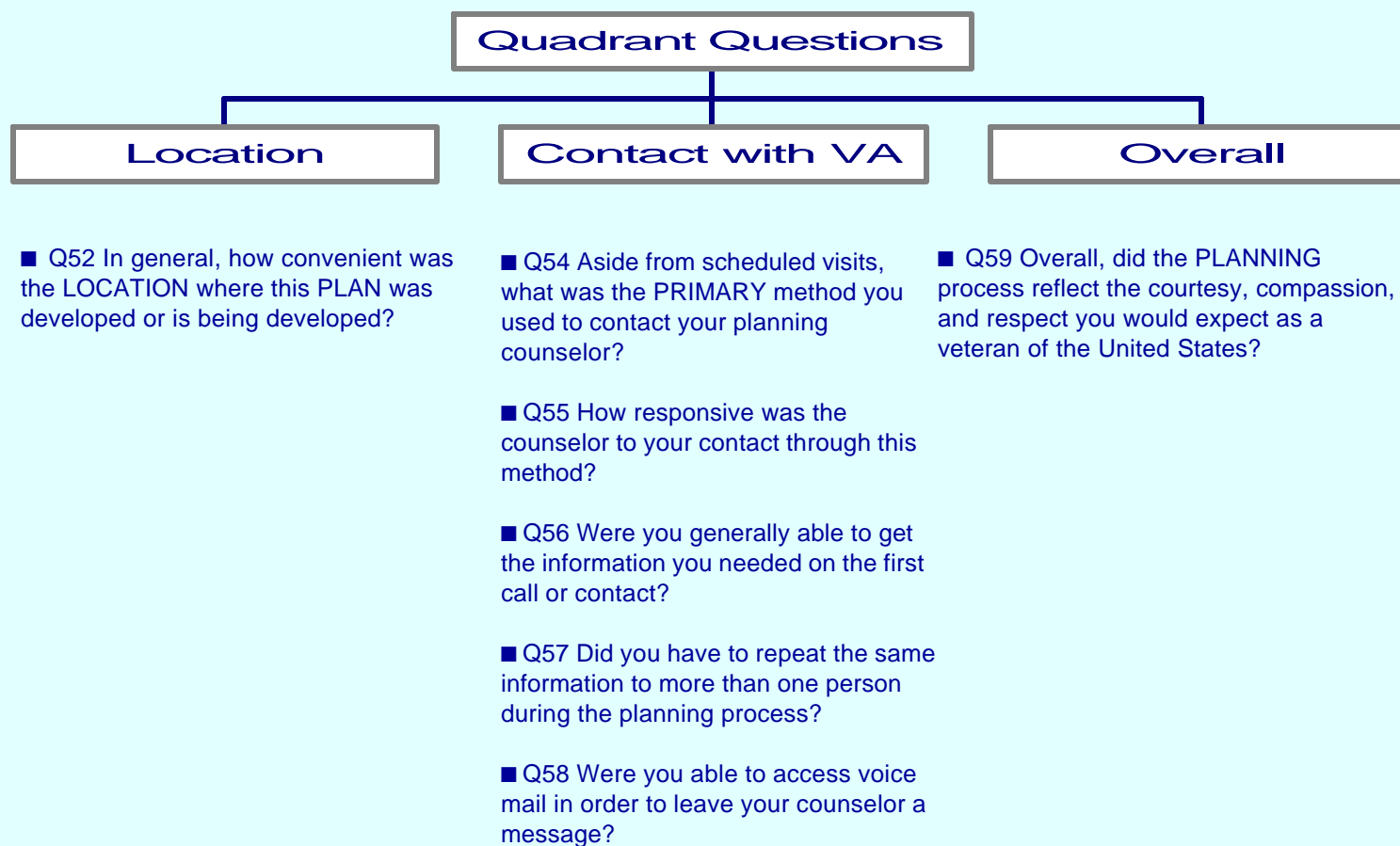
Valid n=2,010

**Question 40 by Question 52:**  
**Convenience of location where plan was developed by type of counselor during this phase of program.**



**Question 40 by Question 53:**  
**Convenience of time scheduled for developing plan by type of counselor during this phase of program.**





## QUADRANT SCORES

Importance and satisfaction scores for evaluation and testing questions, ranked by importance  
(Based on respondents' overall satisfaction, Question 60\*)

Question	Importance Score	Satisfaction Score
46	.66	83.7%
45	.66	74.9%
47	.64	84.3%
59	.63	86.0%
44	.61	83.8%
49	.61	84.6%
55	.57	88.7%
50	.53	82.5%
48	.50	82.0%
43	.48	88.7%
56	.47	75.8%
51	.48	81.0%
53	.45	78.4%
57	.34	70.4%
52	.30	71.6%
42	.22	N/A
58	.11	N/A
54	.13	N/A
40	.08	N/A
41	.08	N/A

N/A on the importance score indicates that there was no variation in responses to the question among respondents who answered Q60, due to a small number of cases.  
N/A on the satisfaction score indicates that the question does not measure VA performance.

\* Question 60: Overall, how satisfied are you with the way your vocational rehabilitation PLAN of services was developed or is being developed?

## QUADRANTS I AND II

The information below highlights the questions from the Quadrant Analysis which fell into Quadrant I or Quadrant II. \*

### QUADRANT I: Critical Improvement Areas

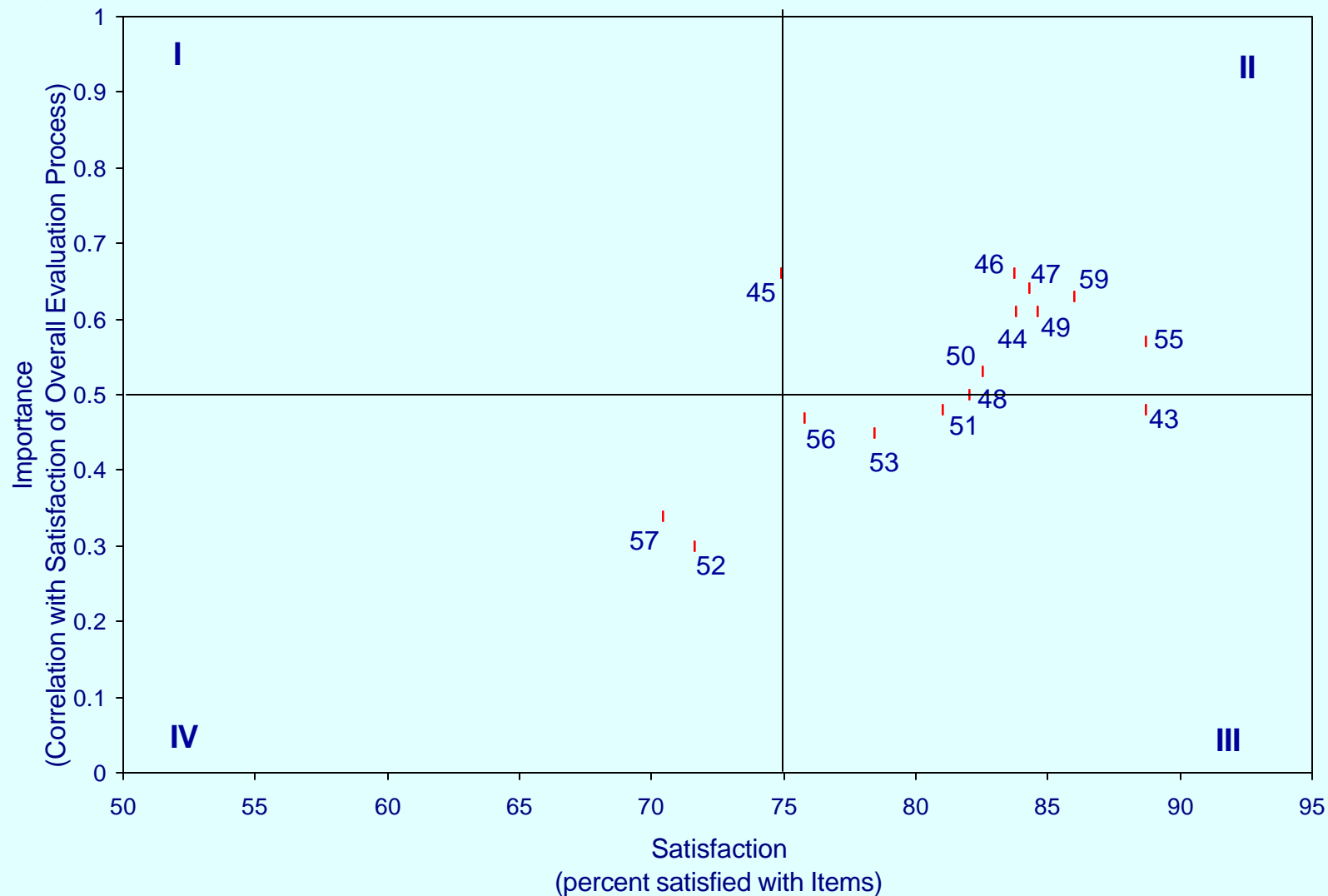
- Q45 Your counselor spent adequate time and resources in developing the plan.

### QUADRANT II: Maintain Relationship Building Variables

- Q44 The plan reflects individualized services which meet your specific needs.
- Q46 The plan reflects your intentions and expectations for rehabilitation.
- Q47 The plan is appropriate to achieve your vocational goals.
- Q49 The plan adequately reflects your interests, aptitudes, and abilities.
- Q50 The plan reflects current conditions and characteristics of the job market.
- Q55 How responsive was the counselor to your contact through this method?
- Q59 Overall, did the PLANNING process reflect the courtesy, compassion, and respect you would expect as a veteran of the United States?

\* Questions that fell on the exact cutoff between quadrants are not listed.

## QUADRANT ANALYSIS



Survey Findings:  
Access to the VR&E Program

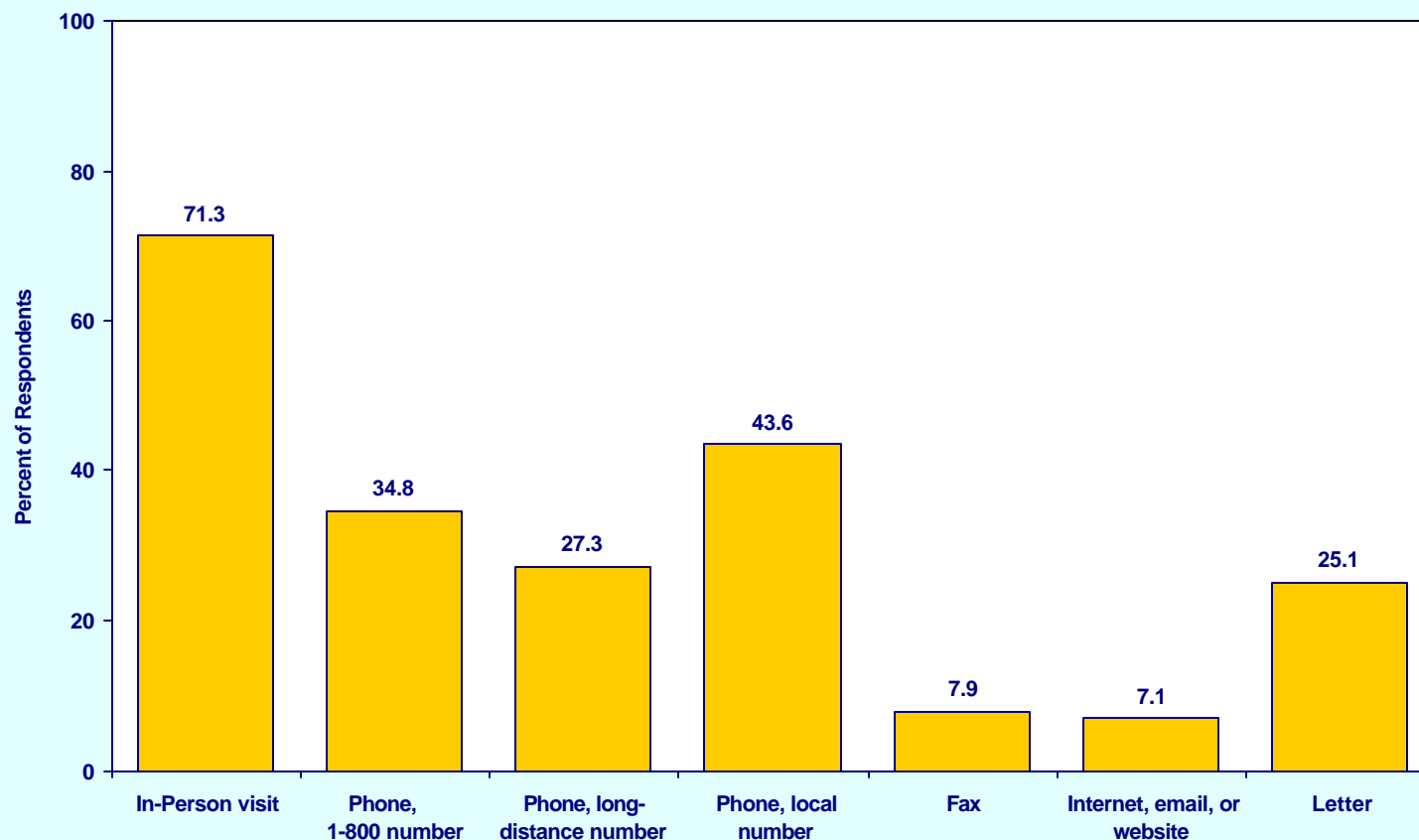


# Access to the VR&E Program

65

## Question 61:

Looking back to your contacts with the VR&C program thus far, which methods of contact did you EVER use?

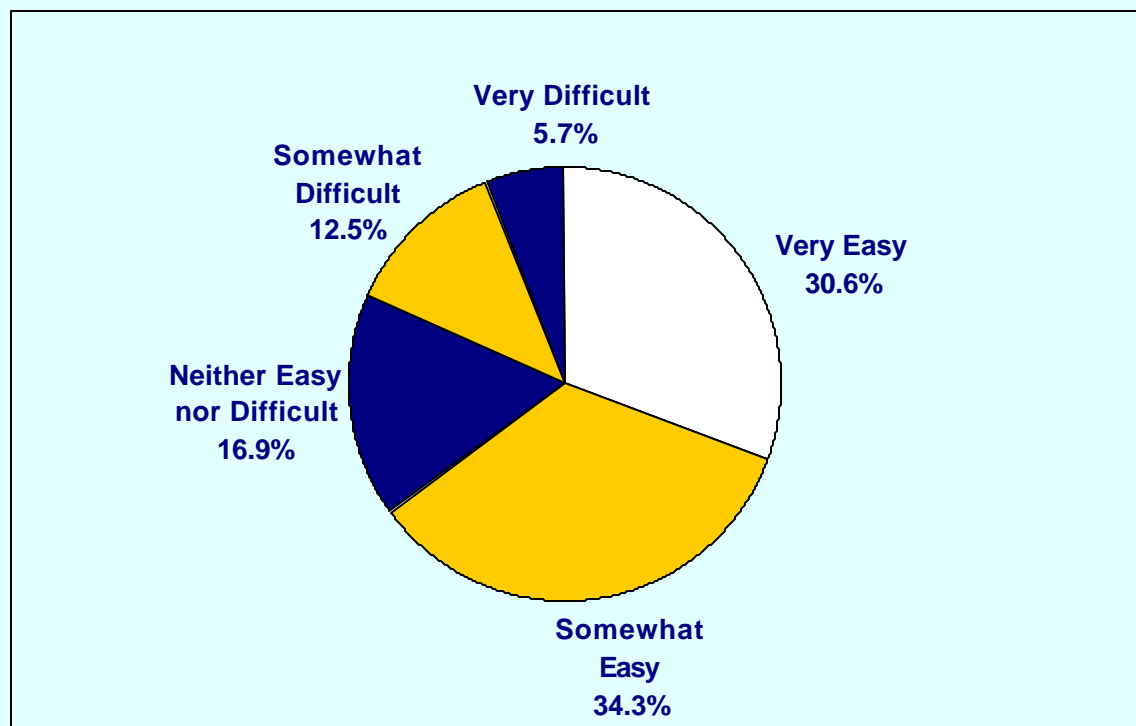


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=3,313

## Question 62:

In general, how easy was it for you to obtain information from the VR&C program?



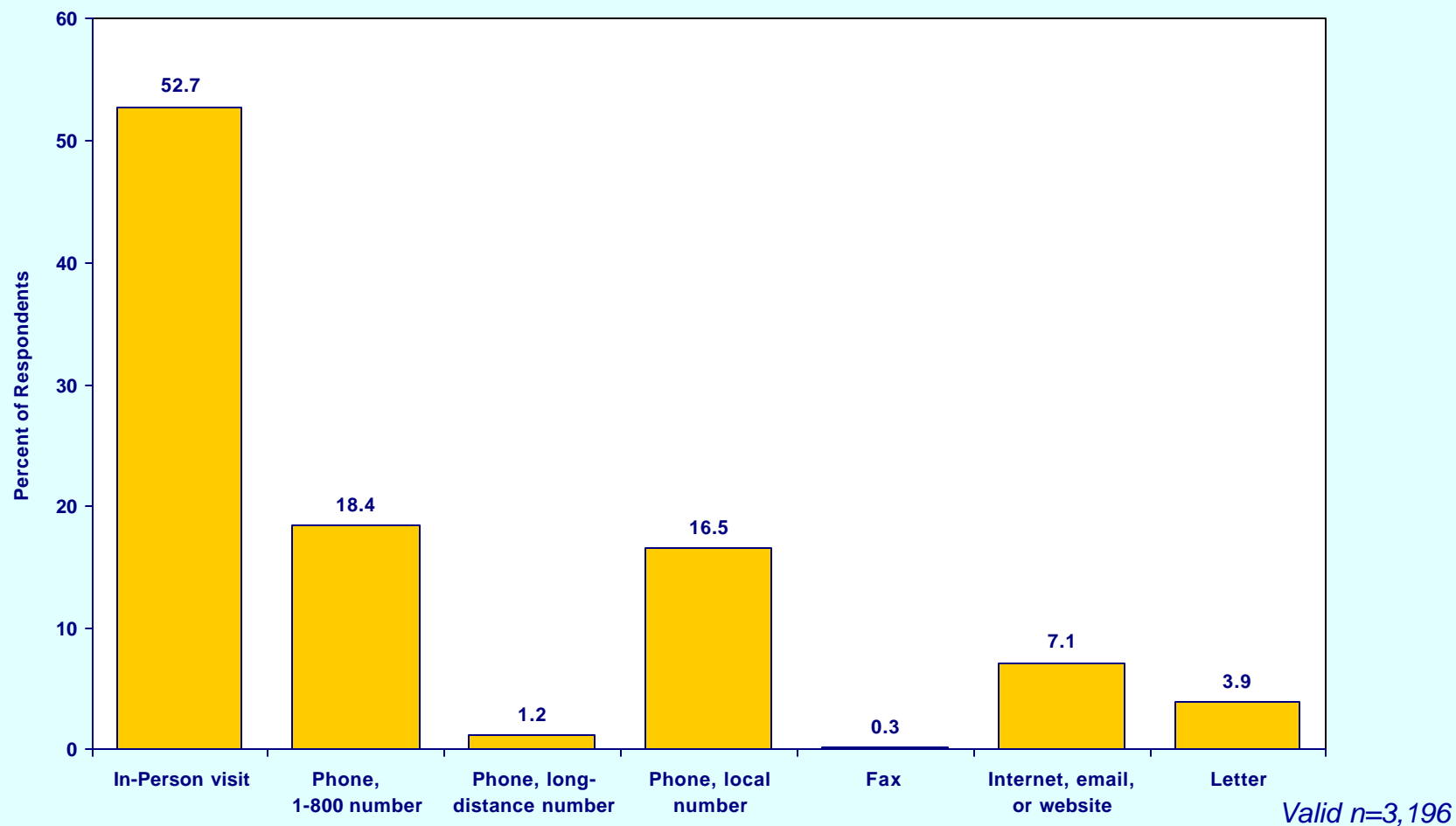
Valid n=3,334

# Access to the VR&E Program

67

## Question 63:

Which method of contact with the VR&C program would you prefer, if you could get the same degree of service?



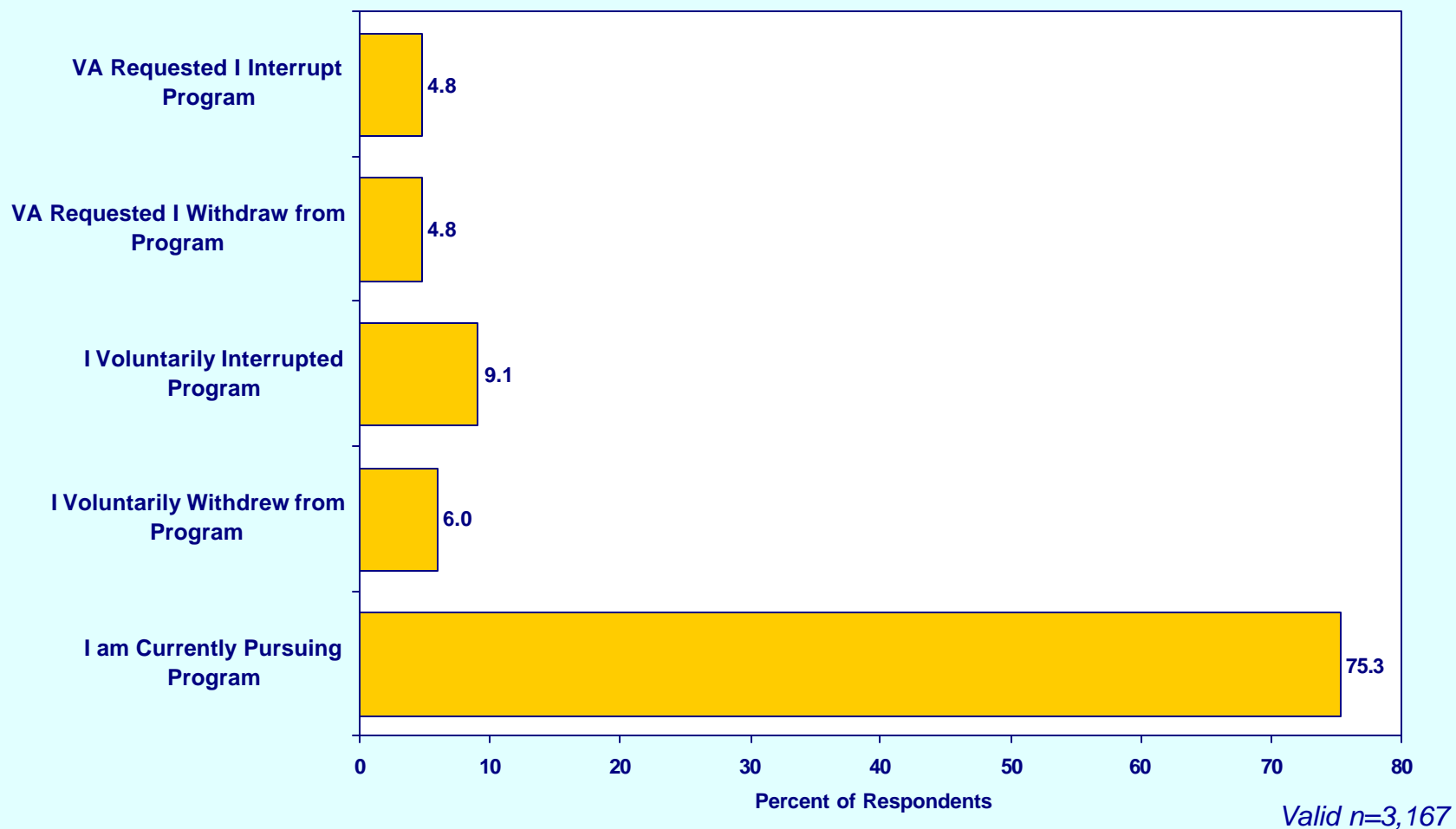
Survey Findings:  
Current Status in the VR&E Program

# Current Status in the VR&E Program

69

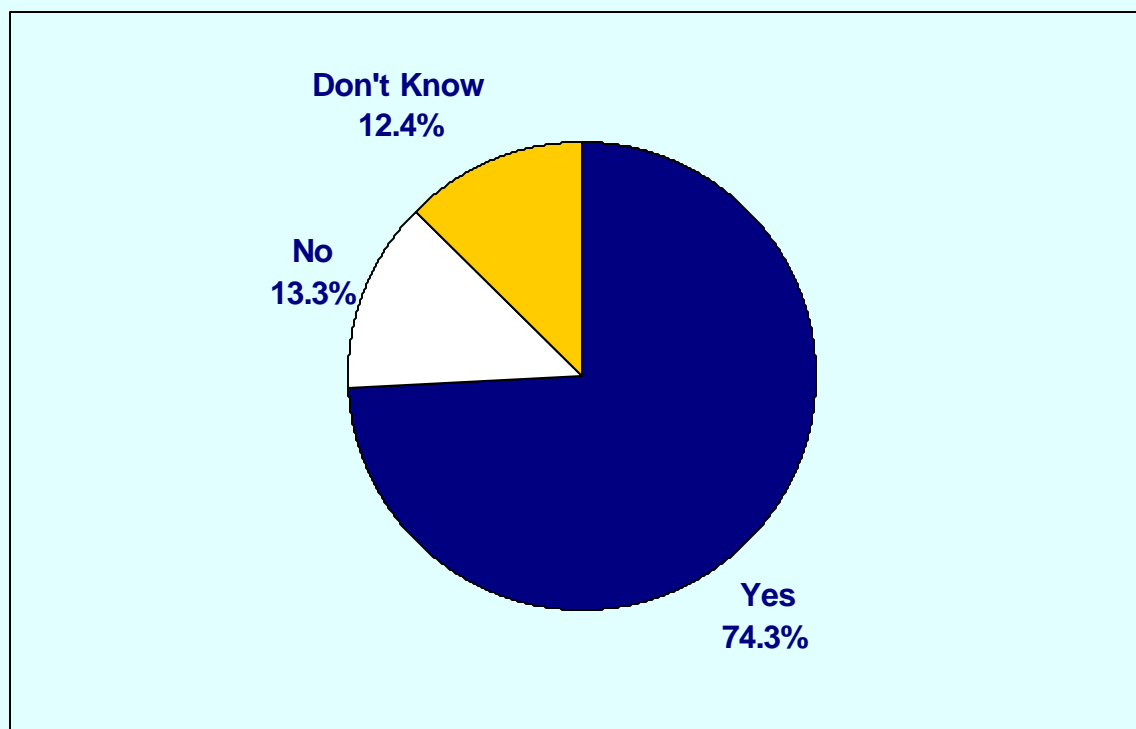
## Question 64:

How would you best describe your **CURRENT** status with regard to the VA VR&C program?



**Question 65:**

**Did VA tell you the reasons why you were interrupted or withdrawn from the program?**



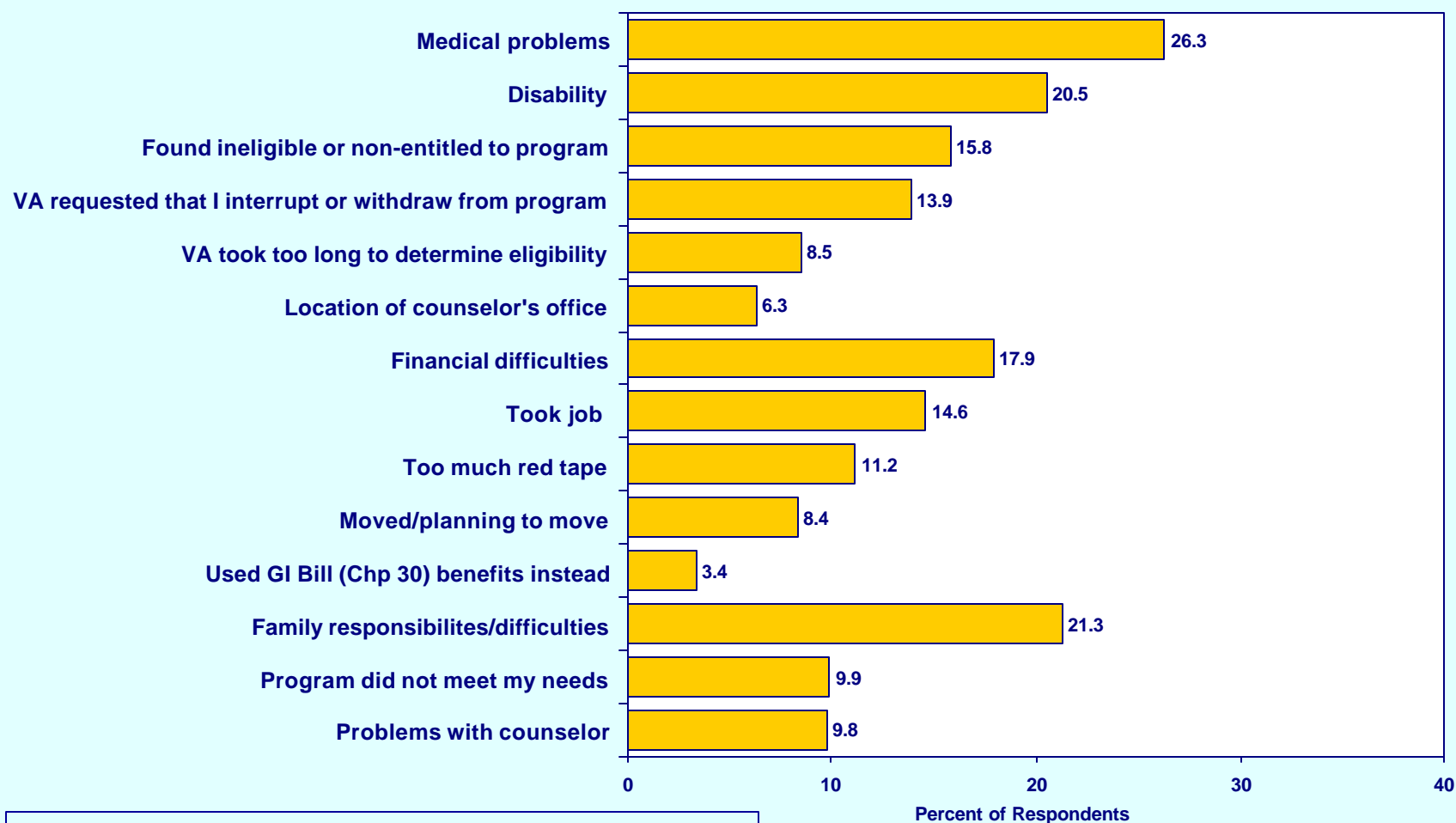
*Valid n=357*

# Current Status in the VR&E Program

71

## Question 66:

Why did you interrupt or withdraw from the VA VR&C program?

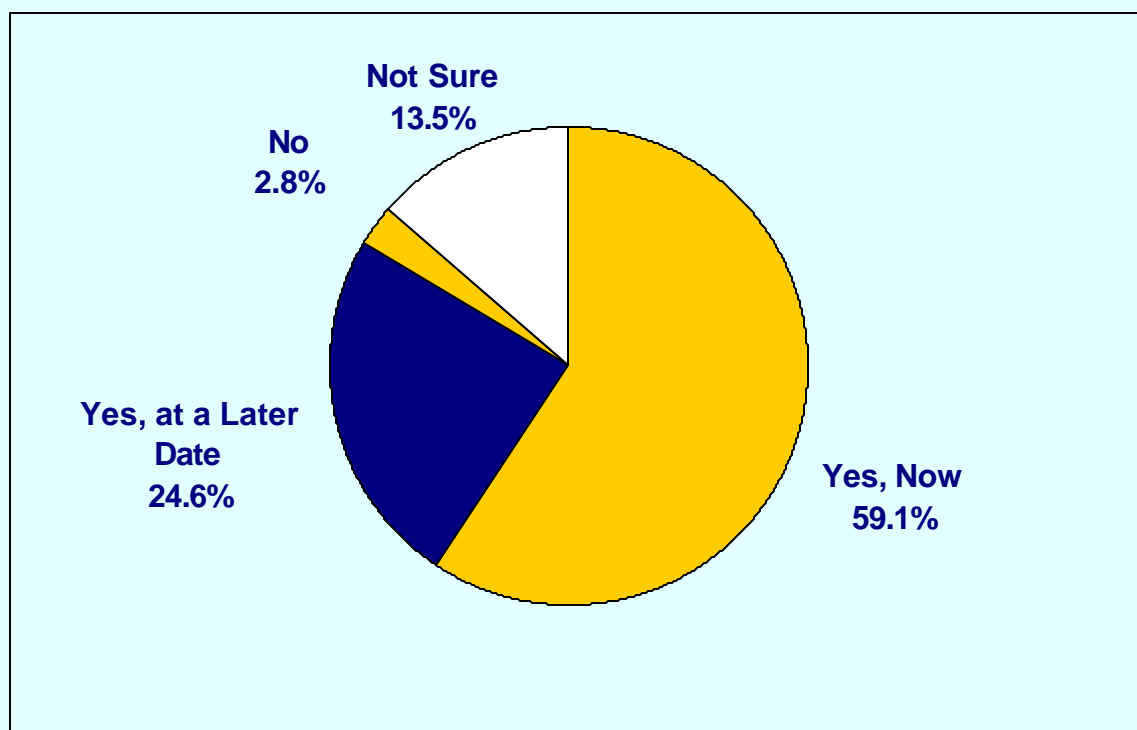


Note: As respondents could mark all responses that apply, the percentages do not add to 100%.

Valid n=829

**Question 67:**

Do you plan to complete your rehabilitation program now or at some later date?



Valid n=3,187



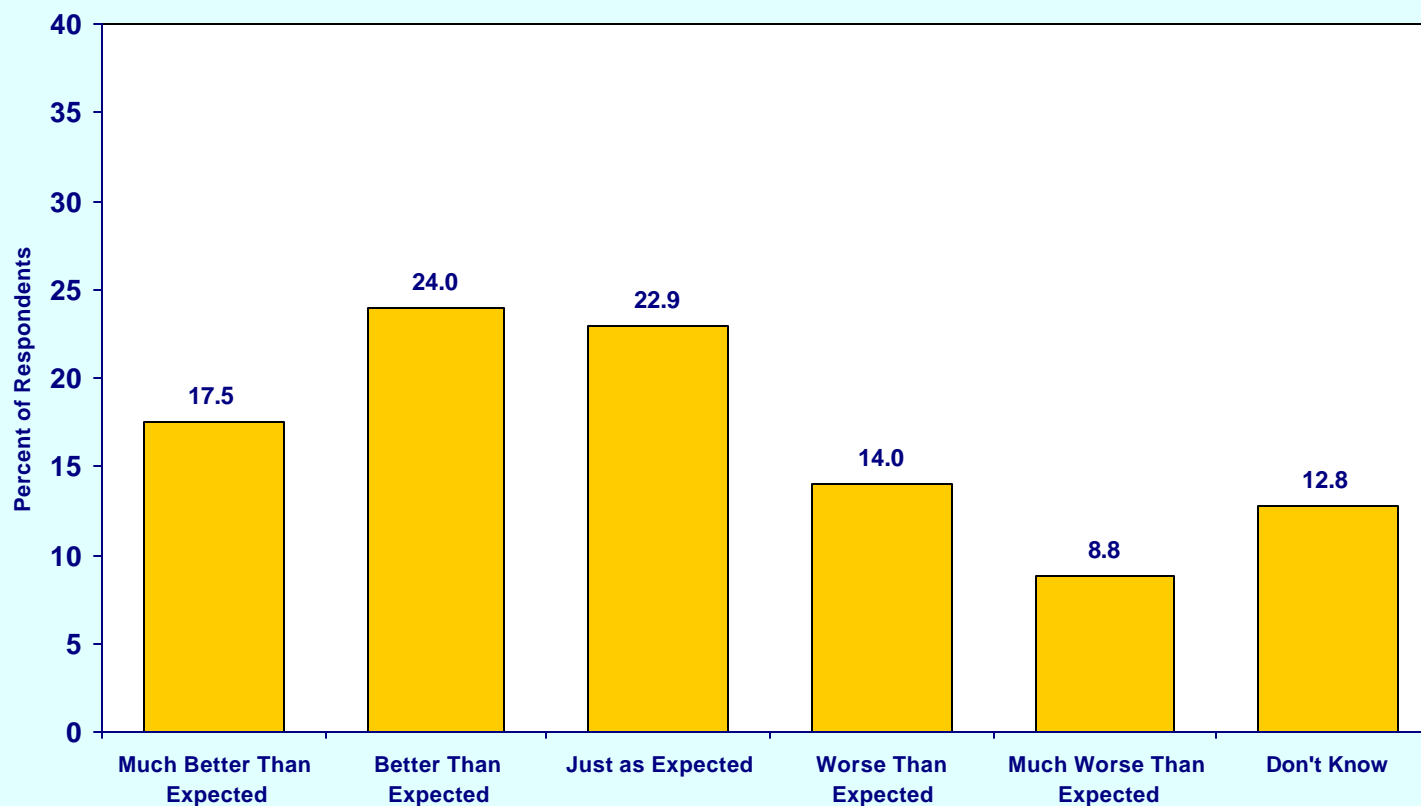
## Overall Program Impressions

# Overall Program Impressions

76

**Question 68:**

**Thus far, how well has the program met your expectations?**



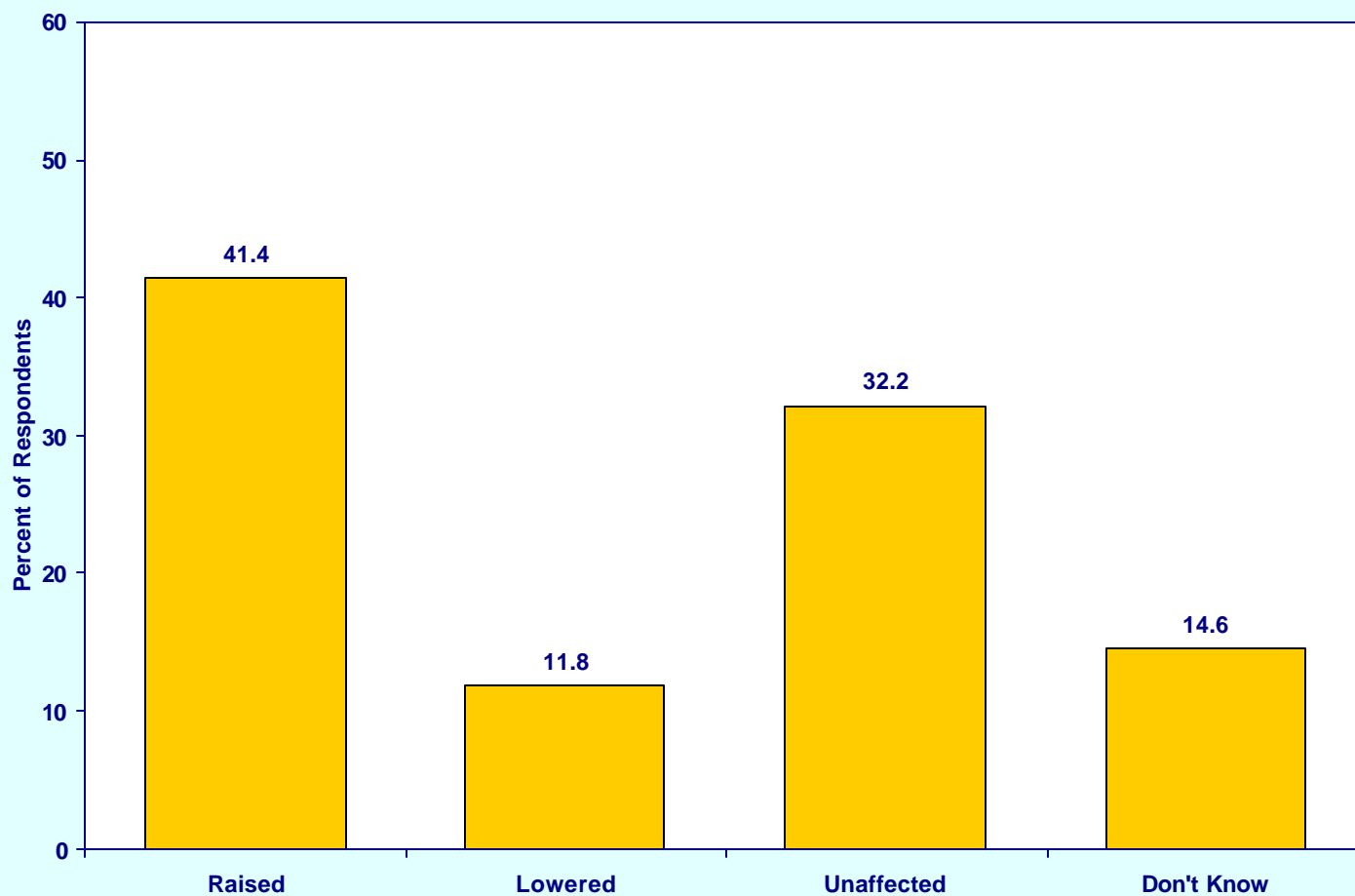
*Valid n=3,308*

# Overall Program Impressions

77

## Question 69:

Have your EDUCATIONAL goals been raised, lowered, or unaffected as a result of your interaction with the VR&C program?



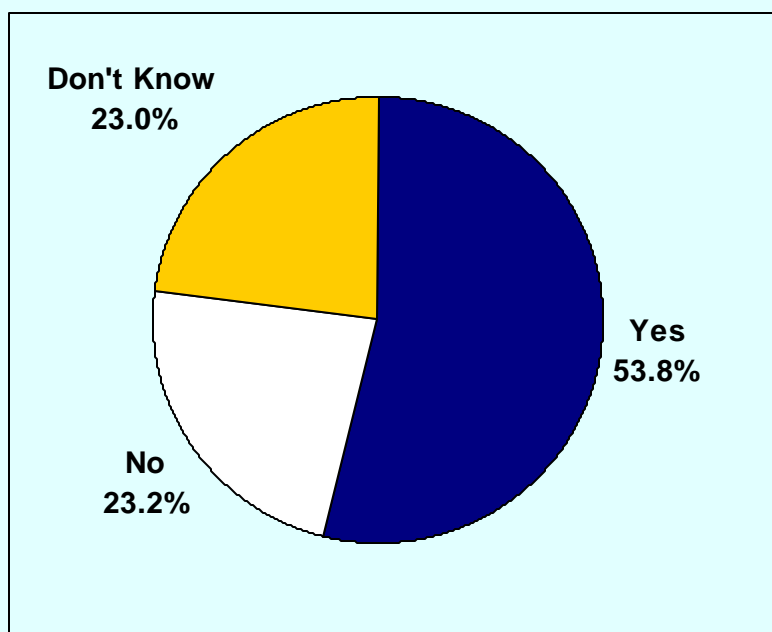
Valid n=3,308

# Overall Program Impressions

78

## Question 70:

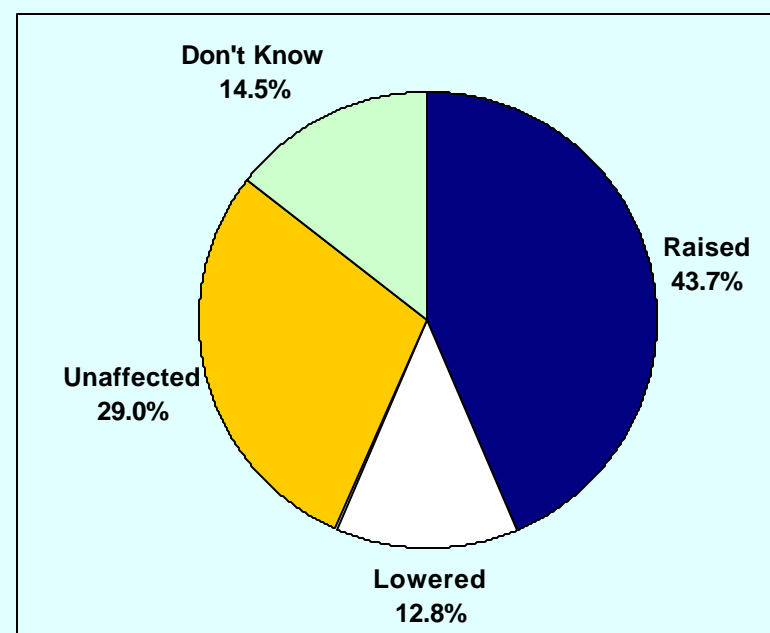
Are your educational goals more realistic as a result of the program?



Valid n=3,297

## Question 71:

Have your CAREER goals been raised, lowered, or unaffected as a result of your interaction with the VR&C program?



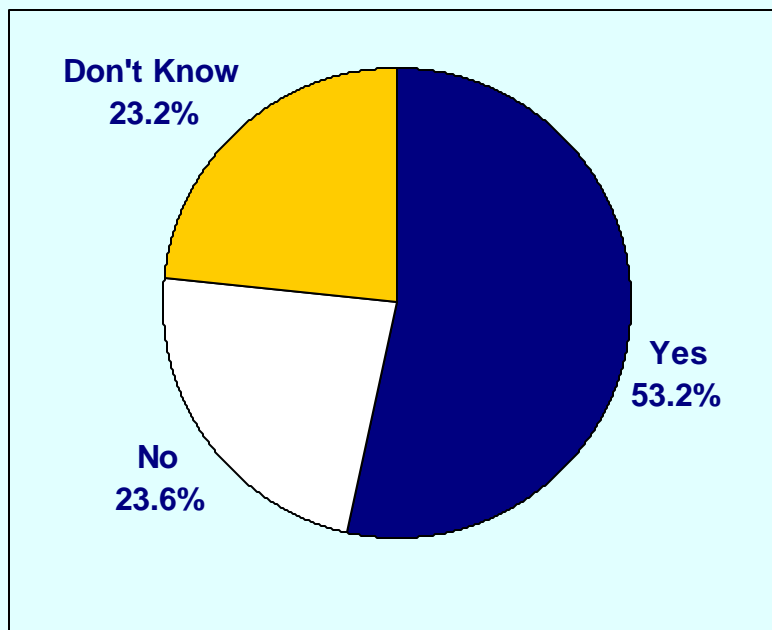
Valid n=3,299

# Overall Program Impressions

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## Question 72:

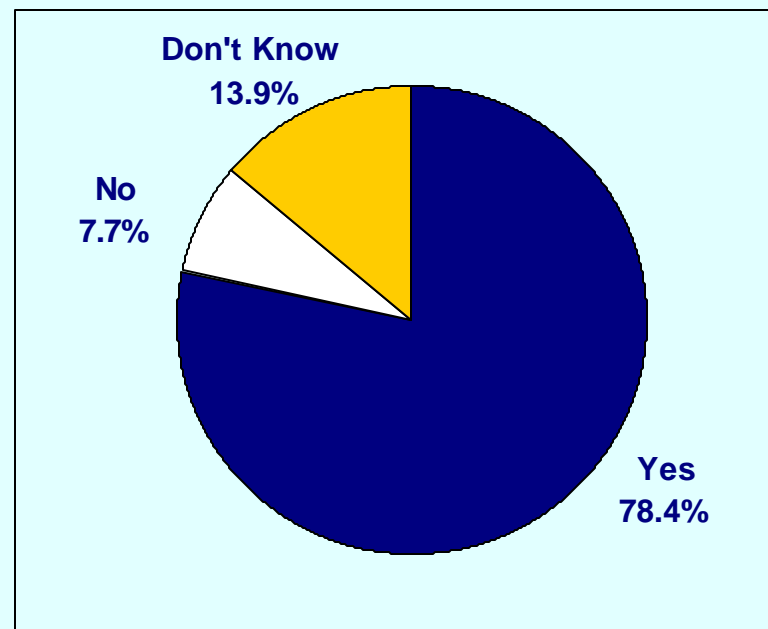
Are your career goals more realistic as a result of the program?



Valid n=3,295

## Question 73:

Would you recommend this program to other disabled veterans?



Valid n=3,316

## Appendix B: Survey Methodology

# Mailing Protocol

- The survey mailing protocol consisted of five mailings to veterans randomly selected into the survey sample. These five mailings included: 1) a prenotification letter informing selected participants that they should expect to receive a mailed survey questionnaire; 2) the questionnaire, including a cover letter and standard return envelope; 3) a reminder/thank-you postcard; 4) a second questionnaire mailed to those who had not yet responded as of December 20, 1999, along with a cover letter and standard return envelope; 5) a second reminder/thank-you postcard. Examples of these materials appear in Appendix B.
- All mailing materials were sent bearing the VBA seal, and the cover and prenotification letters included a signature from Joseph Thompson, VBA Under Secretary for Benefits. Each questionnaire mailout contained the cover letter on VBA letterhead, a questionnaire, and a pre-posted envelope. Toll-free numbers for both Caliber Associates and VBA were included on the cover letters to assist respondents with questions regarding the survey.
- The mailings took place on the dates indicated in the table below.

Mail Survey Schedule	
Prenotification Letter	November 22, 1999
First Questionnaire	November 29, 1999
First Reminder Postcard	December 6, 1999
Second Questionnaire	December 30, 1999
Second Reminder Postcard	January 12, 2000
<b>Fieldwork Completed</b>	<b>February 7, 2000</b>

## Mailing Protocol (continued)

- The distribution of mail-outs overall (nationally) and by SDN is presented in the table below.

Mailouts	
Service Delivery Network	Evaluation and Planning Phase (EP)
SDN #1	650
SDN #2	700
SDN #3	700
SDN #4	700
SDN #5	700
SDN #6	700
SDN #7	725
SDN #8	725
SDN #9	725
Overall: National	6325



# Response Rates

- The Evaluation and Planning survey was expected to yield approximately 3,795 completed questionnaires across the nine VBA Service Delivery Networks, resulting in a 60% response rate.
- The response rate is calculated by dividing the number of completed questionnaires by the number of eligible questionnaires. Generally, a response rate of 70 percent or more is considered excellent, 60 to 69 percent is considered very good, 50 to 59 percent is considered good, 40 to 49 percent is considered fair, and any response rate less than 40 percent is considered poor. Without further information, data derived from a survey with a response rate of less than 50 percent should be interpreted with caution.
- Eligible questionnaires are those which were returned completed, those which were not returned, or those which were returned blank or incomplete.
- Ineligible questionnaires are those which were returned undeliverable or those which were returned with an indication that the recipient was deceased or unable to complete the questionnaire.

## Response Rates (continued)

- The overall (national) response rate, and response rates by SDN are presented in the table below.

Response Rates	
Service Delivery Network	Evaluation and Planning Phase (EP)
SDN #1	57.7%
SDN #2	62.0%
SDN #3	61.3%
SDN #4	59.4%
SDN #5	58.6%
SDN #6	59.9%
SDN #7	59.2%
SDN #8	55.8%
SDN #9	58.1%
Overall: National	59.1%